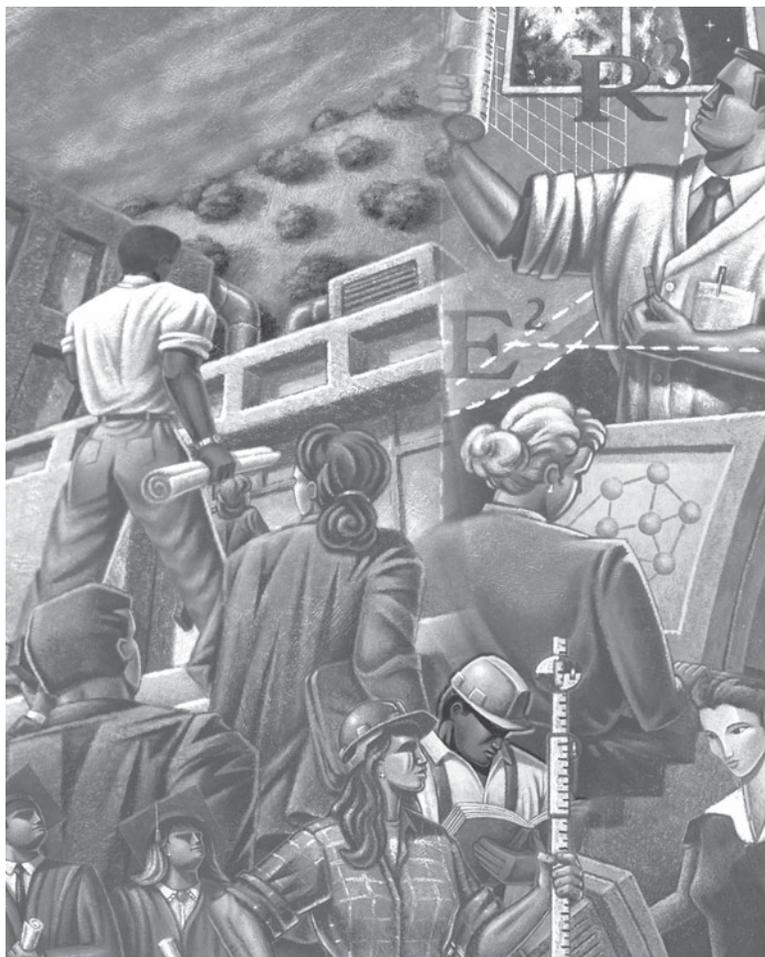


Service Occupations: Cleaning, Food, and Personal



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Occupational Outlook Handbook, 2004-05 Edition

U.S. Department of Labor
Bureau of Labor Statistics



Occupations Included in this Reprint

Animal care and service workers
Barbers, cosmetologists, and other
personal appearance workers
Building cleaning workers
Chefs, cooks, and food preparation workers
Childcare workers
Flight attendants
Food and beverage serving and related workers
Food service managers
Gaming service occupations
Grounds maintenance workers
Personal and home care aides
Pest control workers
Recreation and fitness workers

Animal Care and Service Workers

(0*NET 39-2011.00, 39-2021.00)

Significant Points

- Animal lovers get satisfaction in this occupation, but the work can be unpleasant and physically and emotionally demanding.
- Most workers are trained on the job, but advancement depends on experience, formal training, and continuing education.
- Good employment opportunities are expected for most positions; however, keen competition is expected for jobs as zookeepers.
- Starting salaries are significantly lower than those in many other fields.

Nature of the Work

Many people like animals. But, as pet owners can attest, taking care of them is hard work. Animal care and service workers—which include animal caretakers and animal trainers—train, feed, water, groom, bathe, and exercise animals, and clean, disinfect, and repair their cages. They also play with the animals, provide companionship, and observe behavioral changes that could indicate illness or injury. Boarding kennels, animal shelters, veterinary hospitals and clinics, stables, laboratories, aquariums, and zoological parks all house animals and employ animal care and service workers. Job titles and duties vary by employment setting.

Kennel attendants care for pets while their owners are working or traveling out of town. Beginning attendants perform basic tasks, such as cleaning cages and dog runs, filling food and water dishes, and exercising animals. Experienced attendants may provide basic animal healthcare, as well as bathe animals, trim nails, and attend to other grooming needs. Attendants who work in kennels also may sell pet food and supplies, assist in obedience training, help with breeding, or prepare animals for shipping.

Animal caretakers who specialize in grooming or maintaining a pet's—usually a dog's or cat's—appearance are called *groomers*. Some groomers work in kennels, veterinary clinics, animal shelters, or pet-supply stores. Others operate their own grooming business, typically at a salon, or sometimes by making house calls. Groomers answer telephones, schedule appointments, discuss pets' grooming needs with clients, and collect information on the pet's disposition and its veterinarian. Groomers often are the first to notice a medical problem, such as an ear or skin infection, that requires veterinary care.

Grooming the pet involves several steps: an initial brush-out is followed by an initial clipping of hair or fur using electric clippers, combs, and grooming shears; the groomer then cuts the nails, cleans the ears, bathes, and blow-dries the animal, and ends with a final clipping and styling.

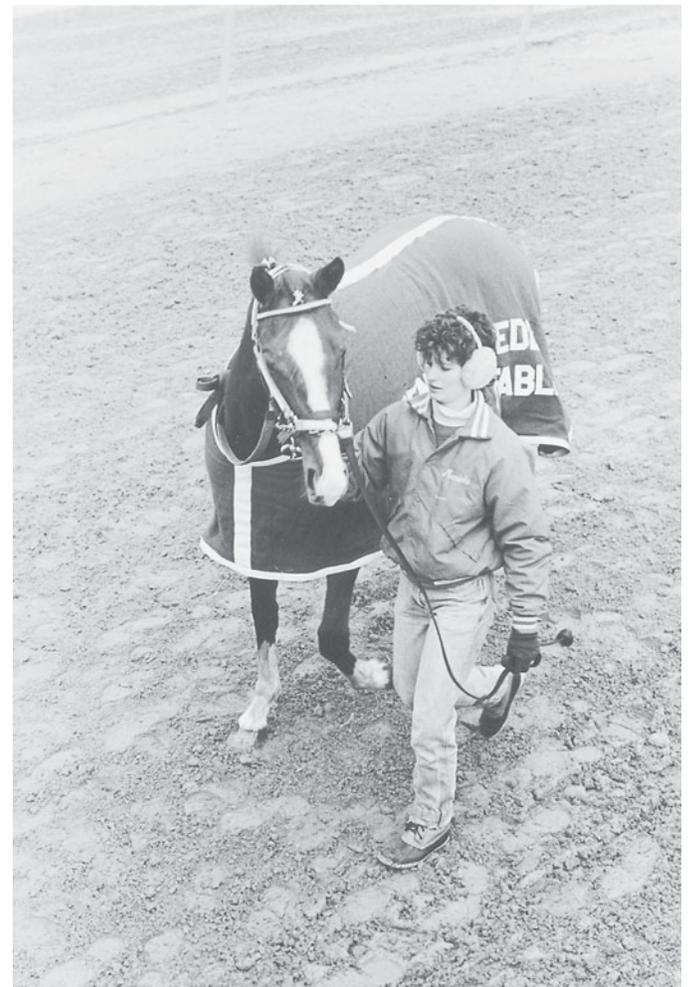
Animal caretakers in animal shelters perform a variety of duties and work with a wide variety of animals. In addition to attending to the basic needs of the animals, caretakers also must keep records of the animals received and discharged and any tests or treatments done. Some vaccinate newly admitted animals under the direction of a veterinarian or veterinary technician, and euthanize (painlessly put to death) seriously ill, se-

verely injured, or unwanted animals. Animal caretakers in animal shelters also interact with the public, answering telephone inquiries, screening applicants for animal adoption, or educating visitors on neutering and other animal health issues.

Caretakers in stables are called *grooms*. They saddle and unsaddle horses, give them rubdowns, and walk them to cool them off after a ride. They also feed, groom, and exercise the horses; clean out stalls and replenish bedding; polish saddles; clean and organize the tack (harness, saddle, and bridle) room; and store supplies and feed. Experienced grooms may help train horses.

In zoos, animal care and service workers, called *keepers*, prepare the diets and clean the enclosures of animals, and sometimes assist in raising them when they are very young. They watch for any signs of illness or injury, monitor eating patterns or any changes in behavior, and record their observations. Keepers also may answer questions and ensure that the visiting public behaves responsibly toward the exhibited animals. Depending on the zoo, keepers may be assigned to work with a broad group of animals such as mammals, birds, or reptiles, or they may work with a limited collection of animals such as primates, large cats, or small mammals.

Animal trainers train animals for riding, security, performance, obedience, or assisting persons with disabilities. Animal trainers do this by accustoming the animal to human voice and con-



Animal care and service workers who work with horses in stables are called grooms; they saddle and unsaddle horses, give them rubdowns, and walk them to cool them off after a ride.

tact, and conditioning the animal to respond to commands. Trainers use several techniques to help them train animals. One technique, known as a bridge, is a stimulus that a trainer uses to communicate the precise moment an animal does something correctly. When the animal responds correctly, the trainer gives positive reinforcement in a variety of ways: food, toys, play, rubdowns, or speaking the word “good.” Animal training takes place in small steps, and often takes months and even years of repetition. During the conditioning process, trainers provide animals mental stimulation, physical exercise, and husbandry care. In addition to their hands-on work with the animals, trainers often oversee other aspects of the animal’s care, such as diet preparation. Trainers often work in competitions or shows, such as the circus or marine parks. Trainers who work in shows also may participate in educational programs for visitors and guests.

Working Conditions

People who love animals get satisfaction from working with and helping them. However, some of the work may be unpleasant, physically and emotionally demanding, and sometimes dangerous. Most animal care and service workers have to clean animal cages and lift, hold, or restrain animals, risking exposure to bites or scratches. Their work often involves kneeling, crawling, repeated bending, and lifting heavy supplies like bales of hay or bags of feed. Animal caretakers must take precautions when treating animals with germicides or insecticides. The work setting can be noisy. Caretakers of show and sports animals travel to competitions.

Animal care and service workers who witness abused animals or who assist in the euthanizing of unwanted, aged, or hopelessly injured animals may experience emotional stress. Those working for private humane societies and municipal animal shelters often deal with the public, some of whom might react with hostility to any implication that the owners are neglecting or abusing their pets. Such workers must maintain a calm and professional demeanor while they enforce the laws regarding animal care.

Animal care and service workers may work outdoors in all kinds of weather. Hours are irregular. Animals must be fed every day, so caretakers often work weekend and holiday shifts. In some animal hospitals, research facilities, and animal shelters, an attendant is on duty 24 hours a day, which means night shifts.

Employment

Animal care and service workers held 151,000 jobs in 2002. Over 80 percent worked as nonfarm animal caretakers; the remainder worked as animal trainers. Nonfarm animal caretakers worked primarily in boarding kennels, animal shelters, stables, grooming shops, animal hospitals, and veterinary offices. A significant number also worked for animal humane societies, racing stables, dog and horse racetrack operators, zoos, theme parks, circuses, and other amusement and recreations services. In 2002, 1 out of every 4 nonfarm animal caretakers was self-employed.

Employment of animal trainers was concentrated in animal services that specialize in training horses, pets, and other animal specialties; and in commercial sports, training racehorses and dogs. Over 2 in 5 animal trainers were self-employed.

Training, Other Qualifications, and Advancement

Most animal care and service workers are trained on the job. Employers generally prefer to hire people with some experience with animals. Some training programs are available for specific

types of animal caretakers, such as groomers, but formal training is usually not necessary for entry-level positions. Animal trainers often need to possess a high school diploma or GED equivalent. However, some animal training jobs may require a bachelor’s degree and additional skills. For example, a marine mammal trainer usually needs a bachelor’s degree in biology, marine biology, animal science, psychology, zoology, or related field, plus strong swimming skills and SCUBA certification. All animal trainers need patience, sensitivity, and experience with problem-solving and animal obedience. Certification is not mandatory for animal trainers, but several organizations offer training programs and certification for prospective animal trainers.

Most pet groomers learn their trade by completing an informal apprenticeship, usually lasting 6 to 10 weeks, under the guidance of an experienced groomer. Prospective groomers also may attend one of the 50 State-licensed grooming schools throughout the country, with programs varying in length from 2 to 18 weeks. The National Dog Groomers Association of America certifies groomers who pass a written examination consisting of 400 questions, including some on cats, with a separate part testing practical skills. Beginning groomers often start by taking on one duty, such as bathing and drying the pet. They eventually assume responsibility for the entire grooming process, from the initial brush-out to the final clipping. Groomers who work in large retail establishments or kennels may, with experience, move into supervisory or managerial positions. Experienced groomers often choose to open their own shops.

Beginning animal caretakers in kennels learn on the job, and usually start by cleaning cages and feeding and watering animals. Kennel caretakers may be promoted to kennel supervisor, assistant manager, and manager, and those with enough capital and experience may open up their own kennels. The American Boarding Kennels Association (ABKA) offers a three-stage, home-study program for individuals interested in pet care. The first two stages address basic and advanced principles of animal care, while the third stage focuses on indepth animal care and good business procedures. Those who complete the third stage and pass oral and written examinations administered by the ABKA become Certified Kennel Operators (CKO).

Some zoological parks may require their caretakers to have a bachelor’s degree in biology, animal science, or a related field. Most require experience with animals, preferably as a volunteer or paid keeper in a zoo. Zookeepers may advance to senior keeper, assistant head keeper, head keeper, and assistant curator, but very few openings occur, especially for the higher level positions.

Animal caretakers in animal shelters are not required to have any specialized training, but training programs and workshops are increasingly available through the Humane Society of the United States, the American Humane Association, and the National Animal Control Association. Workshop topics include cruelty investigations, appropriate methods of euthanasia for shelter animals, proper guidelines for capturing animals, and techniques for preventing problems with wildlife. With experience and additional training, caretakers in animal shelters may become adoption coordinators, animal control officers, emergency rescue drivers, assistant shelter managers, or shelter directors.

Job Outlook

Good job opportunities are expected for most positions because many workers leave this occupation each year. The need to replace workers leaving the field will create the overwhelming majority of job openings. Many animal caretaker jobs require little or no training and have flexible work schedules, attracting people seeking their first job, students, and others looking for temporary or part-time work. The outlook for caretakers in zoos, however, is not favorable due to slow growth in zoo capacity and keen competition for the few positions. Job opportunities for animal care and service workers may vary from year to year, because the strength of the economy affects demand for these workers. Pet owners tend to spend more on animal services when the economy is strong.

In addition to replacement needs, employment of animal care and service workers is expected to grow faster than the average for all occupations through 2012. The pet population—which drives employment of animal caretakers in kennels, grooming shops, animal shelters, and veterinary clinics and hospitals—is expected to increase. Pet owners—including a large number of baby boomers, whose disposable income is expected to increase as they age—are expected to increasingly take advantage of grooming services, daily and overnight boarding services, training services, and veterinary services, resulting in more jobs for animal care and service workers. As many pet owners increasingly consider their pet as part of the family, their demand for luxury animal services and willingness to spend greater amounts of money on their pet will continue to grow.

Demand for animal care and service workers in animal shelters is expected to remain steady. Communities are increasingly recognizing the connection between animal abuse and abuse toward humans, and will probably continue to commit funds to animal shelters, many of which are working hand-in-hand with social service agencies and law enforcement teams. Employment growth of personal and group animal trainers will stem from an increased number of animal owners seeking training services for their pets, including behavior modification and feline behavior training.

Earnings

Median hourly earnings of nonfarm animal caretakers were \$8.21 in 2002. The middle 50 percent earned between \$6.95 and \$10.26. The bottom 10 percent earned less than \$6.13, and the top 10 percent earned more than \$13.39. Median hourly earnings in the industries employing the largest numbers of nonfarm animal caretakers in 2002 were as follows:

Other personal services	\$8.39
Spectator sports	8.24
Social advocacy organizations	7.79
Other miscellaneous store retailers	7.62
Other professional, scientific, and technical services	7.55

Median hourly earnings of animal trainers were \$11.03 in 2002. The middle 50 percent earned between \$8.21 and \$15.96. The lowest 10 percent earned less than \$6.87, and the top 10 percent earned more than \$21.65.

Related Occupations

Others who work extensively with animals include farmers, ranchers, and agricultural managers; agricultural workers; veterinar-

ians; veterinary technologists and technicians; veterinary assistants; biological scientists; and medical scientists.

Sources of Additional Information

For more information on jobs in animal caretaking and control, and the animal shelter and control personnel training program, write to:

► The Humane Society of the United States, 2100 L St. NW., Washington, DC 20037-1598. Internet: <http://www.hsus.org>

For career information and information on training, certification, and earnings of animal control officers at Federal, State, and local levels, contact:

► National Animal Control Association, P.O. Box 480851, Kansas City, MO 64148-0851. Internet: <http://www.nacenet.org>

To obtain a listing of State-licensed grooming schools, send a stamped, self-addressed, business-size envelope to:

► National Dog Groomers Association of America, P.O. Box 101, Clark, PA 16113. For information on certification, see the following Internet site: <http://www.nauticom.net/www/ndga>

For information on becoming an advanced pet care technician at a kennel, contact:

► The American Boarding Kennels Association, 1702 East Pikes Peak Ave., Colorado Springs, CO 80909.

Barbers, Cosmetologists, and Other Personal Appearance Workers

(0*NET 39-5011.00, 39-5012.00, 39-5091.00, 39-5092.00, 39-5093.00, 39-5094.00)

Significant Points

- Job opportunities generally should be good, but competition is expected for jobs and clients at higher paying salons; opportunities will be best for those licensed to provide a broad range of services.
- Barbers, cosmetologists, and most other personal appearance workers must be licensed.
- Almost half of all barbers, cosmetologists, and other personal appearance workers are self-employed; many also work flexible schedules.

Nature of the Work

Barbers and cosmetologists, also called *hairdressers* and *hairstylists*, help people look neat and well-groomed. Other personal appearance workers, such as *manicurists and pedicurists*, *shampooers*, and *skin care specialists* provide specialized services that help clients look and feel their best.

Barbers cut, trim, shampoo, and style hair. Also, they fit hairpieces and offer scalp treatments and facial massages. In many States, barbers are licensed to color, bleach, or highlight hair and offer permanent-wave services. Many barbers also provide skin care and nail treatments.

Hairdressers, hairstylists, and cosmetologists provide beauty services, such as shampooing, cutting, coloring, and styling hair. They may advise clients on how to care for their hair, straighten hair or give it a permanent wave, or lighten or darken hair color. Additionally, cosmetologists may train to give manicures, pedicures, and scalp and facial treatments; provide makeup analysis; and clean and style wigs and hairpieces.

A number of workers offer specialized services. *Manicurists and pedicurists*, called *nail technicians* in some States, work exclusively on nails and provide manicures, pedicures, coloring, and nail extensions to clients. Another group of specialists is *skin care specialists*, or *estheticians*, who cleanse and beautify the skin by giving facials, full-body treatments, and head and neck massages and by removing hair through waxing. *Electrologists* use an electrolysis machine to remove hair. Finally, in some larger salons, *shampooers* specialize in shampooing and conditioning clients' hair.

In addition to their work with clients, personal appearance workers are expected to maintain clean work areas and sanitize all work implements. They may make appointments and keep records of hair color and permanent-wave formulas used by their regular clients. A growing number actively sell hair products and other cosmetic supplies. Barbers, cosmetologists, and other personal appearance workers who operate their own salons have managerial duties that include hiring, supervising, and firing workers, as well as keeping business and inventory records, ordering supplies, and arranging for advertising.

Working Conditions

Barbers, cosmetologists, and other personal appearance workers usually work in clean, pleasant surroundings with good lighting and ventilation. Good health and stamina are important,

because these workers are on their feet for most of their shift. Because prolonged exposure to some hair and nail chemicals may cause irritation, special care is taken to use protective clothing, such as plastic gloves or aprons.

Most full-time barbers, cosmetologists, and other personal appearance workers put in a 40-hour week, but longer hours are common in this occupation, especially among self-employed workers. Work schedules may include evenings and weekends, the times when beauty salons and barbershops are busiest. Because barbers and cosmetologists generally will be working on weekends and during lunch and evening hours, they may arrange to take breaks during less popular times. About 30 percent of cosmetologists and 19 percent of barbers work part time and 14 percent of cosmetologists and 13 percent of barbers have variable schedules.

Employment

Barbers, cosmetologists, and other personal appearance workers held about 754,000 jobs in 2002. Of these, barbers, hairdressers, hairstylists, and cosmetologists held 651,000 jobs; manicurists and pedicurists, 51,000; skin care specialists, 25,000; and shampooers, 25,000.

Most of these workers are employed in beauty salons or barber shops, but they are also found in nail salons, department stores, nursing and other residential care homes, and drug and cosmetics stores. Nearly every town has a barbershop or beauty



Barbers, cosmetologists, and most other personal appearance workers must be licensed.

salon, but employment in this occupation is concentrated in the most populous cities and States.

Almost half of all barbers, cosmetologists, and other personal appearance workers are self-employed. Many own their own salon, but a growing number lease booth space or a chair from the salon's owner.

Training, Other Qualifications, and Advancement

All States require barbers, cosmetologists, and most other personal appearance workers to be licensed. Qualifications for a license, however, vary. Generally, a person must have graduated from a State-licensed barber or cosmetology school and be at least 16 years old. A few States require applicants to pass a physical examination. Some States require graduation from high school while others require as little as an eighth-grade education. In a few States, the completion of an apprenticeship can substitute for graduation from a school, but very few barbers or cosmetologists learn their skills in this way. Applicants for a license usually are required to pass a written test and demonstrate an ability to perform basic barbering or cosmetology services.

Some States have reciprocity agreements that allow licensed barbers and cosmetologists to obtain a license in a different State without additional formal training. Other States do not recognize training or licenses obtained in another State; consequently, persons who wish to work in a particular State should review the laws of that State before entering a training program.

Public and private vocational schools offer daytime or evening classes in barbering and cosmetology. Full-time programs in barbering and cosmetology usually last 9 to 24 months, but training for manicurists and pedicurists, skin care specialists, and electrologists requires significantly less time. An apprenticeship program can last from 1 to 3 years. Shampooers generally do not need formal training or a license. Formal training programs include classroom study, demonstrations, and practical work. Students study the basic services—cutting hair, shaving customers, providing facial massages, and giving hair and scalp treatments—and, under supervision, practice on customers in school “clinics.” Most schools also teach unisex hairstyling and chemical styling. Students attend lectures on the use and care of instruments, sanitation and hygiene, chemistry, anatomy, physiology, and the recognition of simple skin ailments. Instruction also is provided in communication, sales, and general business practices. Experienced barbers and cosmetologists may take advanced courses in hairstyling, coloring, and the sale and service of hairpieces.

After graduating from a training program, students can take the State licensing examination, which consists of a written test and, in some cases, a practical test of styling skills based on established performance criteria. A few States include an oral examination in which the applicant is asked to explain the procedures he or she is following while taking the practical test. In many States, cosmetology training may be credited toward a barbering license, and vice versa. A few States combine the two licenses into one hairstyling license. Many States require separate licensing examinations for manicurists, pedicurists, and skin care specialists.

For many barbers, cosmetologists, and other personal appearance workers, formal training and a license are only the first steps in a career that requires years of continuing education. Because hairstyles change, new products are developed, and services expand to meet clients' needs, personal appearance workers must keep abreast of the latest fashions and beauty

techniques. They attend training at salons, cosmetology schools, or product shows. Through workshops and demonstrations of the latest techniques, industry representatives introduce cosmetologists to a wide range of products and services. As retail sales become an increasingly important part of salons' revenue, the ability to be an effective salesperson becomes vital for salon workers.

Successful personal appearance workers should have an understanding of fashion, art, and technical design. They should enjoy working with the public and be willing and able to follow clients' instructions. Communication, image, and attitude play an important role in career success. Some cosmetology schools consider “people skills” to be such an integral part of the job that they require coursework in this area. Business skills are important for those who plan to operate their own salons.

During their first months on the job, new workers are given relatively simple tasks or are assigned the simpler hairstyling patterns. Once they have demonstrated their skills, they are gradually permitted to perform more complicated tasks, such as coloring hair or applying a permanent wave. As they continue to work in the field, more training is usually required to learn the techniques used in each salon and to build on the basics learned in cosmetology school.

Advancement usually takes the form of higher earnings as barbers and cosmetologists gain experience and build a steady clientele. Some barbers and cosmetologists manage large salons or open their own after several years of experience. Others teach in barber or cosmetology schools, or provide training through vocational schools. Still others advance to become sales representatives, image or fashion consultants, or examiners for State licensing boards.

Job Outlook

Overall employment of barbers, cosmetologists, and other personal appearance workers is projected to grow about as fast as the average for all occupations through 2012, because of increasing population, incomes, and demand for personal appearance services. In addition to those arising from job growth, numerous job openings will arise from the need to replace workers who transfer to other occupations, retire, or leave the labor force for other reasons. As a result, job opportunities generally should be good. However, competition is expected for jobs and clients at higher paying salons, as applicants compete with a large pool of licensed and experienced cosmetologists for these positions. Opportunities will be best for those licensed to provide a broad range of services.

Employment trends are expected to vary among the different specialties within this grouping of occupations. For example, slower than average growth is expected in employment of barbers due to a large number of retirements and the relatively small number of cosmetology school graduates opting to obtain barbering licenses. On the other hand, employment of hairdressers, hairstylists, and cosmetologists should grow about as fast as average, because many now cut and style both men's and women's hair and because the demand for coloring services and other hair treatments, such as permanent waves, by teens and aging baby boomers is expected to remain steady or even grow.

Continued growth in the number of nail salons and full-service day spas will generate numerous job openings for manicurists, pedicurists, skin care specialists, and shampooers. Nail salons specialize in providing manicures and pedicures. Day spas typically provide a full range of services, including beauty wraps, manicures and pedicures, facials, and massages.

Earnings

Barbers, cosmetologists, and other personal appearance workers receive income from a variety of sources. They may receive commissions based on the price of the service or a salary based on number of hours worked. All receive tips, and many receive commissions on the products they sell. In addition, some salons pay bonuses to employees who bring in new business.

Median annual earnings in 2002 for salaried hairdressers, hairstylists, and cosmetologists, including tips and commission, were \$18,960. The middle 50 percent earned between \$15,010 and \$25,600. The lowest 10 percent earned less than \$13,020, and the highest 10 percent earned more than \$35,240.

Median annual earnings in 2002 for salaried barbers, including tips, were \$19,550. The middle 50 percent earned between \$14,540 and \$27,290. The lowest 10 percent earned less than \$12,720, and the highest 10 percent earned more than \$37,370.

Among skin care specialists, median annual earnings, including tips, were \$22,450; for manicurists and pedicurists, \$17,330; and \$14,360 for shampooers.

A number of factors determine the total income of barbers, cosmetologists, and other personal appearance workers, including the size and location of the salon, the number of hours worked, clients' tipping habits, and competition from other barber shops and salons. Cosmetologists or barber's initiative and ability to attract and hold regular clients also are key factors in determining his or her earnings. Earnings for entry-level workers are usually low; however, for those who stay in the profession, earnings can be considerably higher.

Although some salons offer paid vacations and medical benefits, many self-employed and part-time workers in this occupation do not enjoy such common benefits.

Related Occupations

Other workers who provide a personal service to clients and usually must be professionally licensed or certified include massage therapists, fitness trainers, and aerobics instructors.

Sources of Additional Information

A list of licensed training schools and licensing requirements for cosmetologists may be obtained from:

► National Accrediting Commission of Cosmetology Arts and Sciences, 4401 Ford Ave., Suite 1300, Alexandria, VA 22302. Internet: <http://www.naccas.org>

Information about a career in cosmetology is available from:

► National Cosmetology Association, 401 N. Michigan Ave., 22nd floor, Chicago, IL 60611. Internet: <http://www.salonprofessionals.org>

For details on State licensing requirements and approved barber or cosmetology schools, contact the State boards of barber or cosmetology examiners in your State capital.

Building Cleaning Workers

(0*NET 37-1011.01, 37-1011.02, 37-2011.00, 37-2012.00)

Significant Points

- This very large occupation requires few skills to enter and has one of the largest numbers of job openings of any occupation each year.
- Most job openings result from the need to replace the many workers who leave these jobs due to their limited opportunities for training or advancement, low pay, and high incidence of only part-time or temporary work.
- Businesses providing janitorial and cleaning services on a contract basis are expected to be one of the fastest-growing employers of these workers.

Nature of the Work

Building cleaning workers—including janitors, maids, housekeeping cleaners, window washers, and rug shampooers—keep office buildings, hospitals, stores, apartment houses, hotels, and residences clean and in good condition. Some only do cleaning, while others have a wide range of duties.

Janitors and cleaners perform a variety of heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. They may fix leaky faucets, empty trash cans, do painting and carpentry, replenish bathroom supplies, mow lawns, and see that heating and air-conditioning equipment works properly. On a typical day, janitors may wet- or dry-mop floors, clean bathrooms, vacuum carpets, dust furniture, make minor repairs, and exterminate insects and rodents. They also clean snow or debris from sidewalks in front of buildings and notify management of the need for major repairs. While janitors typically perform most of the duties mentioned, cleaners tend to work for companies that specialize in one type of cleaning activity, such as washing windows.

Maids and housekeeping cleaners perform any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels, restaurants, and hospitals, clean and orderly. In hotels, aside from cleaning and maintaining the premises, maids and housekeeping cleaners may deliver ironing boards, cribs, and rollaway beds to guests' rooms. In hospitals, they also may wash bedframes, brush mattresses, make beds, and disinfect and sterilize equipment and supplies with germicides and sterilizing equipment.

Janitors, maids, and cleaners use various equipment, tools, and cleaning materials. For one job they may need a mop and bucket, for another an electric polishing machine and a special cleaning solution. Improved building materials, chemical cleaners, and power equipment have made many tasks easier and less time consuming, but cleaning workers must learn the proper use of equipment and cleaners to avoid harming floors, fixtures, and themselves.

Cleaning supervisors coordinate, schedule, and supervise the activities of janitors and cleaners. They assign tasks and inspect building areas to see that work has been done properly, issue supplies and equipment, and inventory stocks to ensure that an adequate amount of supplies is present. They also screen and hire job applicants, train new and experienced employees, and recommend promotions, transfers, or dismissals. Supervi-

sors may prepare reports concerning the occupancy of rooms, hours worked, and department expenses. Some also perform cleaning duties.

Cleaners and servants in private households dust and polish furniture; sweep, mop, and wax floors; vacuum; and clean ovens, refrigerators, and bathrooms. They also may wash dishes, polish silver, and change and make beds. Some wash, fold, and iron clothes; a few wash windows. General houseworkers also may take clothes and laundry to the cleaners, buy groceries, and perform many other errands.

Working Conditions

Because most office buildings are cleaned while they are empty, many cleaning workers work evening hours. Some, however, such as school and hospital custodians, work in the daytime. When there is a need for 24-hour maintenance, janitors may be assigned to shifts. Most full-time building cleaners work about 40 hours a week. Part-time cleaners usually work in the evenings and on weekends.

Building cleaning workers in large office and residential buildings often work in teams consisting of workers who specialize in vacuuming, picking up trash, and cleaning rest rooms, among other things. Supervisors conduct inspections to ensure



Housekeeping cleaners perform light housekeeping duties, mainly for hotels and motels, residential care facilities, hospitals, and private homes.

that the building is cleaned properly and the team is functioning efficiently.

Building cleaning workers usually work inside heated, well-lit buildings. However, they sometimes work outdoors, sweeping walkways, mowing lawns, or shoveling snow. Working with machines can be noisy, and some tasks, such as cleaning bathrooms and trash rooms, can be dirty and unpleasant. Janitors may suffer cuts, bruises, and burns from machines, handtools, and chemicals. They spend most of their time on their feet, sometimes lifting or pushing heavy furniture or equipment. Many tasks, such as dusting or sweeping, require constant bending, stooping, and stretching. As a result, janitors also may suffer back injuries and sprains.

Employment

Building cleaning workers held nearly 4 million jobs in 2002. More than 6 percent were self-employed.

Janitors and cleaners work in nearly every type of establishment and held about 2.3 million jobs. They accounted for about 57 percent of all building cleaning workers. About 28 percent worked for firms supplying building maintenance services on a contract basis, 21 percent were employed in educational institutions, and 2 percent worked in hotels. Other employers included hospitals, restaurants, religious institutions, manufacturing firms, government agencies, and operators of apartment buildings, office buildings, and other types of real estate.

First-line supervisors of housekeeping and janitorial workers held about 230,000 jobs. Approximately 22 percent worked in firms supplying building maintenance services on a contract basis, 14 percent were employed in hotels, 7 percent held jobs in nursing and other residential care facilities, and 5 percent worked in hospitals. Other employers included educational institutions and amusement and recreation facilities.

Maids and housekeepers held about 1.5 million jobs. Hotels, motels, and other traveler accommodations employed the most maids and housekeepers—27 percent—while private households employed the second most: 25 percent. Eight percent were employed in hospitals; and, a similar percentage worked in nursing and other residential care facilities. Although cleaning jobs can be found in all cities and towns, most are located in highly populated areas where there are many office buildings, schools, apartment houses, nursing homes, and hospitals.

Training, Other Qualifications, and Advancement

No special education is required for most janitorial or cleaning jobs, but beginners should know simple arithmetic and be able to follow instructions. High school shop courses are helpful for jobs involving repair work.

Most building cleaners learn their skills on the job. Usually, beginners work with an experienced cleaner, doing routine cleaning. As they gain more experience, they are assigned more complicated tasks.

In some cities, programs run by unions, government agencies, or employers teach janitorial skills. Students learn how to clean buildings thoroughly and efficiently, how to select and safely use various cleansing agents, and how to operate and maintain machines, such as wet and dry vacuums, buffers, and polishers. Students learn to plan their work, to follow safety and health regulations, to interact positively with people in the buildings they clean, and to work without supervision. Instruction in minor electrical, plumbing, and other repairs also may be given. Those who come in contact with the public should have good communication skills. Employers usually look for dependable,

hard-working individuals who are in good health, follow directions well, and get along with other people.

Building cleaners usually find work by answering newspaper advertisements, applying directly to organizations where they would like to work, contacting local labor unions, or contacting State employment service offices.

Advancement opportunities for workers usually are limited in organizations where they are the only maintenance worker. Where there is a large maintenance staff, however, cleaning workers can be promoted to supervisor and to area supervisor or manager. A high school diploma improves the chances for advancement. Some janitors set up their own maintenance or cleaning businesses.

Supervisors usually move up through the ranks. In many establishments, they are required to take some inservice training to improve their housekeeping techniques and procedures and to enhance their supervisory skills.

A small number of cleaning supervisors and managers are members of the International Executive Housekeepers Association, which offers two kinds of certification programs to cleaning supervisors and managers: Certified Executive Housekeeper (CEH) and Registered Executive Housekeeper (REH). The CEH designation is offered to those with a high school education, while the REH designation is offered to those who have a 4-year college degree. Both designations are earned by attending courses and passing exams, and both must be renewed every 2 years to ensure that workers keep abreast of new cleaning methods. Those with the REH designation usually oversee the cleaning services of hotels, hospitals, casinos, and other large institutions that rely on well-trained experts for their cleaning needs.

Job Outlook

Overall employment of building cleaning workers is expected to grow about as fast as the average for all occupations through 2012, as more office complexes, apartment houses, schools, factories, hospitals, and other buildings requiring cleaning are built to accommodate a growing population and economy. As many firms reduce costs by contracting out the cleaning and maintenance of buildings, businesses providing janitorial and cleaning services on a contract basis are expected to be one of the faster growing employers of these workers. Although there have been some improvements in productivity in the way buildings are cleaned and maintained—using teams of cleaners, for example, and better cleaning supplies—it is still very much a labor-intensive job. Average growth is expected among janitors and cleaners and among cleaning supervisors, but less-than-average growth is projected for maids and housekeeping cleaners. In addition to job openings arising due to growth, numerous openings should result from the need to replace those who leave this very large occupation each year. Limited formal education and training requirements, low pay, and numerous part-time and temporary jobs induce many to leave the occupation, thereby contributing to the number of job openings and the need to replace these workers.

Much of the growth in these occupations will come from cleaning residential properties. As families become more pressed for time, they increasingly are hiring cleaning and handyman services to perform a variety of tasks in their homes. Also, as the population ages, older people will need to hire cleaners to help maintain their houses. In addition, housekeeping cleaners will be needed to clean the growing number of residential care facilities for the elderly. These facilities, including assisted-liv-

ing arrangements, generally provide housekeeping services as part of the rent.

Earnings

Median annual earnings of janitors and cleaners, except maids and housekeeping cleaners, were \$18,250 in 2002. The middle 50 percent earned between \$14,920 and \$23,650. The lowest 10 percent earned less than \$12,920, and the highest 10 percent earned more than \$30,700. Median annual earnings in 2002 in the industries employing the largest numbers of janitors and cleaners, except maids and housekeeping cleaners, were as follows:

Elementary and secondary schools	\$22,820
Local government	22,770
Colleges, universities, and professional schools	21,540
Lessors of real estate	20,240
Services to buildings and dwellings	16,370

Median annual earnings of maids and housekeepers were \$16,440 in 2002. The middle 50 percent earned between \$14,210 and \$19,400. The lowest 10 percent earned less than \$12,560, and the highest 10 percent earned more than \$23,750. Median annual earnings in 2002 in the industries employing the largest numbers of maids and housekeepers were as follows:

General medical and surgical hospitals	\$18,050
Community care facilities for the elderly	16,470
Nursing care facilities	16,440
Services to buildings and dwellings	16,210
Traveler accommodation	15,740

Median annual earnings of first-line supervisors and managers of housekeeping and janitorial workers were \$28,140 in 2002. The middle 50 percent earned between \$21,520 and \$36,940. The lowest 10 percent earned less than \$17,490, and the highest 10 percent earned more than \$46,570. Median annual earnings in 2002 in the industries employing the largest numbers of first-line supervisors and managers of housekeeping and janitorial workers were as follows:

Elementary and secondary schools	\$33,080
General medical and surgical hospitals	29,000
Nursing care facilities	26,960
Services to buildings and dwellings	25,410
Traveler accommodation	22,710

Related Occupations

Workers who specialize in one of the many job functions of janitors and cleaners include pest control workers; industrial machinery installation, repair, and maintenance workers; and grounds maintenance workers.

Sources of Additional Information

Information about janitorial jobs may be obtained from State employment service offices.

For information on certification in executive housekeeping, contact

► International Executive Housekeepers Association, Inc., 1001 Eastwind Dr., Suite 301, Westerville, OH 43081-3361. Internet: <http://www.ieha.org>

Chefs, Cooks, and Food Preparation Workers

(0*NET 35-1011.00, 35-2011.00, 35-2012.00, 35-2013.00, 35-2014.00, 35-2015.00, 35-2021.00)

Significant Points

- Many young people worked as cooks and food preparation workers—almost 20 percent were between 16 and 19 years old.
- More than 2 out of 5 food preparation workers were employed part time.
- Job openings are expected to be plentiful, primarily reflecting substantial replacement needs in this large occupation.

Nature of the Work

Chefs, cooks, and food preparation workers prepare, season, and cook a wide range of foods—from soups, snacks, and salads to entrees, side dishes, and desserts—in a variety of restaurants and other food services establishments. Chefs and cooks create recipes and prepare meals, while food preparation workers peel and cut vegetables, trim meat, prepare poultry, and perform other duties such as keeping work areas clean and monitoring temperatures of ovens and stovetops.

In general, *chefs* and *cooks* measure, mix, and cook ingredients according to recipes, using a variety of pots, pans, cutlery, and other equipment, including ovens, broilers, grills, slicers, grinders, and blenders. Chefs and head cooks also are responsible for directing the work of other kitchen workers, estimating food requirements, and ordering food supplies.

Larger restaurants and food services establishments tend to have varied menus and larger kitchen staffs. They often include several chefs and cooks, sometimes called assistant or line cooks, along with other lesser skilled kitchen workers, such as *food preparation workers*. Each chef or cook works an assigned station that is equipped with the types of stoves, grills, pans, and ingredients needed for the foods prepared at each station. Job titles often reflect the principal ingredient prepared or the type of cooking performed—*vegetable cook*, *fry cook*, or *grill cook*.

Executive chefs and *head cooks* coordinate the work of the kitchen staff and direct the preparation of meals. They determine serving sizes, plan menus, order food supplies, and oversee kitchen operations to ensure uniform quality and presentation of meals. The terms chef and cook often are used interchangeably, but generally reflect the different types of chefs and the organizational structure of the kitchen staff. For example, an *executive chef* is in charge of all food service operations and also may supervise the many kitchens of a hotel, restaurant group, or corporate dining operation. A *chef de cuisine* reports to an executive chef and is responsible for the daily operations of a single kitchen. A *sous chef*, or sub chef, is the second-in-command and runs the kitchen in the absence of the chef. Chefs tend to be more highly skilled and better trained than cooks. Many chefs earn fame both for themselves and for their kitchens because of the quality and distinctive nature of the food they serve.

The specific responsibilities of most cooks are determined by a number of factors, including the type of restaurant in which they work. *Institution and cafeteria cooks*, for example, work

in the kitchens of schools, cafeterias, businesses, hospitals, and other institutions. For each meal, they prepare a large quantity of a limited number of entrees, vegetables, and desserts. *Restaurant cooks* usually prepare a wider selection of dishes, cooking most orders individually. *Short-order cooks* prepare foods in restaurants and coffee shops that emphasize fast service and quick food preparation. They grill and garnish hamburgers, prepare sandwiches, fry eggs, and cook French fries, often working on several orders at the same time. *Fast-food cooks* prepare a limited selection of menu items in fast-food restaurants. They cook and package batches of food, such as hamburgers and fried chicken, to be kept warm until served. (*Combined food preparation and service workers*, who both prepare and serve items in fast-food restaurants, are included in the *Handbook* statement on food and beverage serving and related workers.) *Private household cooks* plan and prepare meals in private homes according to the client's tastes or dietary needs. They order groceries and supplies, clean the kitchen and wash dishes and utensils. They also may serve meals.

Food preparation workers perform routine, repetitive tasks such as readying ingredients for complex dishes, slicing and dicing vegetables, and composing salads and cold items, under the direction of chefs and cooks. They weigh and measure ingredients, go after pots and pans, and stir and strain soups and sauces. Food preparation workers may cut and grind meats,



Food preparation workers slice and dice large quantities of vegetables and other foodstuffs for use in salads and other more complex dishes.

poultry, and seafood in preparation for cooking. Their responsibilities also include cleaning work areas, equipment, utensils, dishes, and silverware.

The number and types of workers employed in kitchens depends on the type of establishment. For example, fast-food establishments offer only a few items, which are prepared by fast-food cooks. Small, full-service restaurants offering casual dining often feature a limited number of easy-to-prepare items supplemented by short-order specialties and ready-made desserts. Typically, one cook prepares all the food with the help of a short-order cook and one or two other kitchen workers.

Grocery and specialty food stores employ chefs, cooks, and food preparation workers to develop recipes and prepare meals to go. Typically, entrees, side dishes, salads, or other items are prepared in large quantities and stored at an appropriate temperature. Servers portion and package items according to customer orders for serving at home.

Working Conditions

Many restaurant and institutional kitchens have modern equipment, convenient work areas, and air conditioning, but kitchens in older and smaller eating places are often not as well designed. Kitchens must be well ventilated, appropriately lit, and properly equipped with sprinkler systems to protect against fires. Kitchen staffs invariably work in small quarters against hot stoves and ovens. They are under constant pressure to prepare meals quickly, while ensuring quality is maintained and safety and sanitation guidelines are observed.

Working conditions vary with the type and quantity of food prepared and the local laws governing food service operations. Workers usually must withstand the pressure and strain of standing for hours at a time, lifting heavy pots and kettles, and working near hot ovens and grills. Job hazards include slips and falls, cuts, and burns, but injuries are seldom serious.

Work hours in restaurants may include early mornings, late evenings, holidays, and weekends. Work schedules of chefs, cooks and other kitchen workers in factory and school cafeterias may be more regular. In 2002, about 33 percent of cooks and 45 percent of food preparation workers had part-time schedules, compared to 16 percent of workers throughout the economy.

The wide range in dining hours and the need for fully-staffed kitchens during all open hours creates work opportunities for individuals seeking supplemental income, flexible work hours, or variable schedules. For example, almost 20 percent of cooks and food preparation workers were 16-19 years old in 2002, and almost 10 percent had variable schedules. Kitchen workers employed by schools may work during the school year only, usually for 9 or 10 months. Similarly, resort establishments usually only offer seasonal employment.

Employment

Chefs, cooks and food preparation workers held nearly 3.0 million jobs in 2002. The distribution of jobs among the various types of chefs, cooks, and food preparation workers was as follows:

Food preparation workers	850,000
Cooks, restaurant	727,000
Cooks, fast food.....	588,000
Cooks, institution and cafeteria	436,000
Cooks, short order	227,000
Chefs and head cooks	132,000
Cooks, private household	8,000

More than three-fifths of all chefs, cooks, and food preparation workers were employed in restaurants and other food services and drinking places. Nearly one-fifth worked in institutions such as schools, universities, hospitals, and nursing care facilities. Grocery stores, hotels, gasoline stations with convenience stores, and other organizations employed the remainder.

Training, Other Qualifications, and Advancement

Most fast-food or short-order cooks and food preparation workers require little education or training; most skills are learned on the job. Training generally starts with basic sanitation and workplace safety subjects and continues with instruction on food handling, preparation, and cooking procedures.

A high school diploma is not required for beginning jobs, but it is recommended for those planning a career as a cook or chef. High school or vocational school programs may offer courses in basic food safety and handling procedures and general business and computer classes for those who want to manage or open their own place. Many school districts, in cooperation with State departments of education, provide on-the-job training and summer workshops for cafeteria kitchen workers who aspire to become cooks. Large corporations in the food services and hospitality industries also offer paid internships and summer jobs to those just starting out in the field. Internships provide valuable experience and can lead to placement in more formal chef training programs.

Executive chefs and head cooks who work in fine restaurants require many years of training and experience and an intense desire to cook. Some chefs and cooks may start their training in high school or post-high school vocational programs. Others may receive formal training through independent cooking schools, professional culinary institutes, or 2- or 4-year college degree programs in hospitality or culinary arts. In addition, some large hotels and restaurants operate their own training and job-placement programs for chefs and cooks. Most formal training programs require some form of apprenticeship, internship, or out-placement program that are jointly offered by the school and affiliated restaurants. Professional culinary institutes, industry associations, and trade unions also may sponsor formal apprenticeship programs in coordination with the U.S. Department of Labor. Many chefs are trained on the job, receiving real work experience and training from chef mentors in the restaurants where they work.

People who have had courses in commercial food preparation may start in a cook or chef job without spending a lot of time in lower-skilled kitchen jobs. Their education may give them an advantage when looking for jobs in better restaurants. Some vocational programs in high schools may offer training, but employers usually prefer training given by trade schools, vocational centers, colleges, professional associations, or trade unions. Postsecondary courses range from a few months to 2 years or more. Degree-granting programs are open only to high school graduates. Chefs also may compete and test for certification as master chefs. Although certification is not required to enter the field, it can be a measure of accomplishment and lead to further advancement and higher-paying positions. The U.S. Armed Forces also are a good source of training and experience.

Although curricula may vary, students in formal culinary training programs spend most of their time in kitchens learning to use the appropriate equipment and to prepare meals through actual practice. They learn good knife techniques, safe food-handling procedures, and proper use and care of kitchen equipment. Training programs often include courses in nutrition,

menu planning, portion control, purchasing and inventory methods, proper food storage procedures, and use of leftover food to minimize waste. Students also learn sanitation and public health rules for handling food. Training in food service management, computer accounting and inventory software, and banquet service are featured in some training programs.

The number of formal and informal culinary training programs continues to increase to meet demand. Formal programs, which may offer training leading to a certificate or a 2- or 4-year degree, are geared more for training chefs for fine-dining or upscale restaurants. They offer a wider array of training options and specialties, such as advanced cooking techniques or foods and cooking styles from around the world.

The American Culinary Federation accredits over 100 formal training programs and sponsors apprenticeship programs around the country. Typical apprenticeships last three years and combine classroom training and work experience. Accreditation is an indication that a culinary program meets recognized standards regarding course content, facilities, and quality of instruction. The American Culinary Federation also certifies pastry professionals and culinary educators in addition to various levels of chefs. Certification standards are based primarily on experience and formal training.

Vocational or trade-school programs typically offer more basic training in preparing food, such as food handling and sanitation procedures, nutrition, slicing and dicing methods for various kinds of meats and vegetables, and basic cooking methods, such as baking, broiling, and grilling.

Important characteristics for chefs, cooks, and food preparation workers include working well as part of a team, having a keen sense of taste and smell, and working efficiently to turn out meals rapidly. Personal cleanliness is essential, because most States require health certificates indicating that workers are free from communicable diseases. Knowledge of a foreign language may improve communication with other restaurant staff, vendors, and the restaurant's clientele.

Advancement opportunities for chefs, cooks, and food preparation workers depend on their training, work experience, and ability to perform more responsible and sophisticated tasks. Many food preparation workers, for example, may move into assistant or line cook positions. Chefs and cooks who demonstrate an eagerness to learn new cooking skills and to accept greater responsibility may move up within the kitchen and take on responsibility for training or supervising newer or lesser skilled kitchen staff. Others may move from one kitchen or restaurant to another.

Some chefs and cooks go into business as caterers or open their own restaurant. Others become instructors in culinary training programs. A number of cooks and chefs advance to executive chef positions or food service management positions, particularly in hotels, clubs, or larger, more elegant restaurants. (See the statement on food service managers elsewhere in the *Handbook*.)

Job Outlook

Job openings for chefs, cooks, and food preparation workers are expected to be plentiful through 2012; however, competition for jobs in the top kitchens of higher end restaurants should be keen. While job growth will create new positions, the overwhelming majority of job openings will stem from the need to replace workers who leave this large occupational group. Minimal education and training requirements, combined with a large

number of part-time positions, make employment as chefs, cooks, and food preparation workers attractive to people seeking first-time or short-term employment, a source of additional income, or a flexible schedule. Many of these workers will transfer to other occupations or stop working, creating numerous openings for those entering the field.

Overall employment of chefs, cooks, and food preparation workers is expected to increase about as fast as the average for all occupations over the 2002-12 period. Employment growth will be spurred by increases in population, household income, and leisure time that will allow people to dine out and take vacations more often. In addition, growth in the number of two-income households will lead more families to opt for the convenience of dining out.

Projected employment growth, however, varies by specialty. The number of higher-skilled chefs and cooks working in full-service restaurants—those that offer table service and more varied menus—is expected to increase about as fast as the average. Much of the increase in this segment, however, will come from more casual rather than up-scale full-service restaurants. Dining trends suggest increasing numbers of meals eaten away from home, growth in family dining restaurants, and greater limits on expense-account meals.

Employment of fast-food cooks is expected to grow more slowly than the average. Duties of cooks in fast-food restaurants are limited; most workers are likely to be combined food preparation and serving workers, rather than fast-food cooks. Employment of short-order cooks is expected to increase about as fast as the average. Short-order cooks may work a grill or sandwich station in a full-line restaurant, but also may work in lunch counters or coffee shops that specialize in meals served quickly.

Employment of institution and cafeteria chefs and cooks will show little or no growth. Their employment will not keep pace with the rapid growth in the educational and health services industries—where their employment is concentrated. In an effort to make “institutional food” more attractive to office workers, students, staff, visitors, and patients, offices, schools and hospitals increasingly contract out their food services. Many of the contracted food service companies emphasize simple menu items and employ short-order cooks, instead of institution and cafeteria cooks, reducing the demand for these workers.

Employment of chefs, cooks, and food preparation workers who prepare meals-to-go, such as those who work in the prepared foods sections of grocery or specialty food stores, should increase faster than the average as people continue to demand quality meals and convenience.

Earnings

Wages of chefs, cooks, and food preparation workers vary greatly according to region of the country and the type of food services establishment in which they work. Wages usually are highest in elegant restaurants and hotels, where many executive chefs are employed, and in major metropolitan areas.

Median hourly earnings of chefs and head cooks were \$13.43 in 2002. The middle 50 percent earned between \$9.86 and \$19.03. The lowest 10 percent earned less than \$7.66, and the highest 10 percent earned more than \$25.86 per hour. Median hourly earnings in the industries employing the largest number of head cooks and chefs in 2002 were:

Other amusement and recreation industries	\$18.31
Traveler accommodation	17.03
Special food services	13.98
Full-service restaurants	12.70
Limited-service eating places	10.49

Median hourly earnings of restaurant cooks were \$9.16 in 2002. The middle 50 percent earned between \$7.64 and \$10.93. The lowest 10 percent earned less than \$6.58, and the highest 10 percent earned more than \$13.21 per hour. Median hourly earnings in the industries employing the largest number of restaurant cooks in 2002 were:

Traveler accommodation	\$10.49
Other amusement and recreation industries	10.45
Special food services	9.77
Full-service restaurants	9.14
Drinking places (alcoholic beverages)	9.03
Limited-service eating places	8.08

Median hourly earnings of institution and cafeteria cooks were \$8.72 in 2002. The middle 50 percent earned between \$7.06 and \$10.83. The lowest 10 percent earned less than \$6.10, and the highest 10 percent earned more than \$13.34 per hour. Median hourly earnings in the industries employing the largest number of institution and cafeteria cooks in 2002 were:

General medical and surgical hospitals	\$10.01
Special food services	9.89
Community care facilities for the elderly	9.10
Nursing care facilities	8.95
Elementary and secondary schools	7.89

Median hourly earnings of food preparation workers were \$7.85 in 2002. The middle 50 percent earned between \$6.72 and \$9.43. The lowest 10 percent earned less than \$5.96, and the highest 10 percent earned more than \$11.37 per hour. Median hourly earnings in the industries employing the largest number of food preparation workers in 2002 were:

Elementary and secondary schools	\$8.74
Grocery stores	8.43
Nursing care facilities	7.94
Full-service restaurants	7.66
Limited-service eating places	7.07

Median hourly earnings of short-order cooks were \$7.82 in 2002. The middle 50 percent earned between \$6.69 and \$9.59. The lowest 10 percent earned less than \$5.93, and the highest 10 percent earned more than \$11.25 per hour. Median hourly earnings in the industries employing the largest number of short-order cooks in 2002 were:

Full-service restaurants	\$8.29
Drinking places (alcoholic beverages)	7.85
Other amusement and recreation industries	7.74
Gasoline stations	7.04
Limited-service eating places	6.97

Median hourly earnings of fast-food cooks were \$6.90 in 2002. The middle 50 percent earned between \$6.16 and \$8.03. The lowest 10 percent earned less than \$5.68, and the highest 10 percent earned more than \$9.13 per hour. Median hourly earnings in the industries employing the largest number of fast-food cooks in 2002 were:

Special food services	\$7.79
Full-service restaurants	7.19
Gasoline stations	7.02
Limited-service eating places	6.84

Some employers provide employees with uniforms and free meals, but Federal law permits employers to deduct from their employees' wages the cost or fair value of any meals or lodging provided, and some employers do so. Chefs, cooks, and food preparation workers who work full time often receive typical benefits, but part-time workers usually do not.

In some large hotels and restaurants, kitchen workers belong to unions. The principal unions are the Hotel Employees and Restaurant Employees International Union and the Service Employees International Union.

Related Occupations

Workers who perform tasks similar to those of chefs, cooks, and food preparation workers include food processing occupations, such as butchers and meat cutters, and bakers. Many executive chefs have primary responsibility for selecting menu items and share other tasks with food service managers.

Sources of Additional Information

Information about job opportunities may be obtained from local employers and local offices of the State employment service.

Career information about chefs, cooks, and other kitchen workers, as well as a directory of 2- and 4-year colleges that offer courses or programs that prepare persons for food service careers, is available from:

► National Restaurant Association, 1200 17th St. NW., Washington, DC 20036-3097. Internet: <http://www.restaurant.org>

For information on the American Culinary Federation's apprenticeship and certification programs for cooks, as well as a list of accredited culinary programs, send a self-addressed, stamped envelope to:

► American Culinary Federation, 180 Center Place Way, St. Augustine, FL 32095. Internet: <http://www.acfchefs.org>

For general information on hospitality careers, contact:

► International Council on Hotel, Restaurant, and Institutional Education, 2613 North Parham Rd., 2nd Floor, Richmond, VA 23294. Internet: <http://www.chrie.org>

Childcare Workers

(0*NET 39-9011.00)

Significant Points

- About 2 out of 5 childcare workers are self-employed; most of these are family childcare providers.
- A high school diploma and little or no experience are adequate for many jobs, but training requirements vary from a high school diploma to a college degree.
- Large numbers of workers leave these jobs every year, creating good job opportunities.

Nature of the Work

Childcare workers nurture and teach children of all ages in childcare centers, nursery schools, preschools, public schools, private households, family childcare homes, and before- and afterschool programs. These workers play an important role in a child's development by caring for the child when parents are at work or away for other reasons. Some parents enroll their children in nursery schools or childcare centers primarily to provide them with the opportunity to interact with other children. In addition to attending to children's basic needs, these workers organize activities that stimulate the children's physical, emotional, intellectual, and social growth. They help children to explore their interests, develop their talents and independence, build self-esteem, and learn how to get along with others.

Private household workers who are employed on an hourly basis usually are called *babysitters*. These childcare workers bathe, dress, and feed children; supervise their play; wash their clothes; and clean their rooms. They also may put them to bed and waken them, read to them, involve them in educational games, take them for doctors' visits, and discipline them. Those who are in charge of infants, sometimes called infant nurses, also prepare bottles and change diapers.

Nannies generally take care of children from birth to age 10 or 12, tending to the child's early education, nutrition, health, and other needs. They also may perform the duties of a general housekeeper, including general cleaning and laundry duties.

Childcare workers spend most of their day working with children. However, they do maintain contact with parents or guardians through informal meetings or scheduled conferences to discuss each child's progress and needs. Many childcare workers keep records of each child's progress and suggest ways in which parents can stimulate their child's learning and development at home. Some preschools, childcare centers, and before- and after-school programs actively recruit parent volunteers to work with the children and participate in administrative decisions and program planning.

Most childcare workers perform a combination of basic care and teaching duties. Through many basic care activities, childcare workers provide opportunities for children to learn. For example, a worker who shows a child how to tie a shoelace teaches the child while also providing for that child's basic care needs. Childcare programs help children to learn about trust and to gain a sense of security.

Young children learn mainly through play. Recognizing the importance of play, childcare workers build their program around it. They capitalize on children's play to further language devel-

opment (storytelling and acting games), improve social skills (working together to build a neighborhood in a sandbox), and introduce scientific and mathematical concepts (balancing and counting blocks when building a bridge or mixing colors when painting). Thus, a less structured approach is used to teach preschool children, including small-group lessons, one-on-one instruction, and learning through creative activities, such as art, dance, and music.

Interaction with peers is an important part of a child's early development. Preschool children in childcare centers have an opportunity to engage in conversation and discussions, and to learn to play and work cooperatively with their classmates. Childcare workers play a vital role in preparing children to build the skills they will need in school. (Teacher assistants as well as teachers—preschool, kindergarten, elementary, middle, and secondary school are discussed elsewhere in the *Handbook*.)

Childcare workers in preschools greet young children as they arrive, help them to remove outer garments, and select an activity of interest. When caring for infants, they feed and change them. To ensure a well-balanced program, childcare workers prepare daily and long-term schedules of activities. Each day's activities balance individual and group play, and quiet and active time. Children are given some freedom to participate in activities in which they are interested.

Concern over school-age children being home alone before and after school has spurred many parents to seek alternative ways for their children to constructively spend their time. The purpose of before- and afterschool programs is to watch over school-age children during the gap between school hours and their parents' work hours. These programs also may operate during the summer and on weekends. Workers in before- and after-school programs may help students with their homework or engage them in other extracurricular activities. These activities may include field trips, learning about computers, painting, photography, and participating in sports. Some childcare workers may be responsible for taking children to school in the morning and picking them up from school in the afternoon. Before- and afterschool programs may be operated by public school systems, local community centers, or other private organizations.

Helping to keep young children healthy is an important part of the job. Childcare workers serve nutritious meals and snacks and teach good eating habits and personal hygiene. They en-



Childcare workers help children to explore their interests and learn how to get along with others.

sure that children have proper rest periods. They identify children who may not feel well or who show signs of emotional or developmental problems and discuss these matters with their supervisor and the child's parents. In some cases, childcare workers help parents to locate programs that will provide basic health services.

Early identification of children with special needs—such as those with behavioral, emotional, physical, or learning disabilities—is important to improve their future learning ability. Special education teachers often work with these preschool children to provide the individual attention they need. (Special education teachers are discussed elsewhere in the *Handbook*.)

Working Conditions

Preschool or childcare facilities include private homes, schools, religious institutions, workplaces in which employers provide care for employees' children, and private buildings. Individuals who provide care in their own homes generally are called family childcare providers.

Nannies and babysitters usually work in the pleasant and comfortable homes or apartments of their employers. Most are day workers who live in their own homes and travel to work. Some live in the home of their employer, generally with their own room and bath. They often become part of their employer's family, and may derive satisfaction from caring for them.

Watching children grow, learn, and gain new skills can be very rewarding. While working with children, childcare workers often improve the child's communication, learning, and other personal skills. The work is sometimes routine; however, new activities and challenges mark each day. Childcare can be physically and emotionally taxing, as workers constantly stand, walk, bend, stoop, and lift to attend to each child's interests and problems.

To ensure that children receive proper supervision, State or local regulations may require a certain ratio of workers to children. The ratio varies with the age of the children. Child development experts generally recommend that a single caregiver be responsible for no more than 3 or 4 infants (less than 1 year old), 5 or 6 toddlers (1 to 2 years old), or 10 preschool-age children (between 2 and 5 years old). In before- and afterschool programs, workers may be responsible for many school-age children at one time.

The work hours of childcare workers vary widely. Childcare centers usually are open year round, with long hours so that parents can drop off and pick up their children before and after work. Some centers employ full-time and part-time staff with staggered shifts to cover the entire day. Some workers are unable to take regular breaks during the day due to limited staffing. Public and many private preschool programs operate during the typical 9- or 10-month school year, employing both full-time and part-time workers. Family childcare providers have flexible hours and daily routines, but may work long or unusual hours to fit parents' work schedules. Live-in nannies usually work longer hours than do those who have their own homes. However, if they work evenings or weekends, they may get other time off.

Replacement needs in this occupation are high. Many childcare workers leave the occupation temporarily to fulfill family responsibilities, to study, or for other reasons. Some workers leave permanently because they are interested in pursuing other occupations or because of dissatisfaction with hours, low pay and benefits, and stressful conditions.

Employment

Childcare workers held about 1.2 million jobs in 2002. Many worked part time. About 2 out of 5 childcare workers were self-employed; most of these were family childcare providers.

Sixteen percent of all childcare workers are found in child daycare services, and about 14 percent work for private households. The remainder worked primarily in local government educational services, nursing and residential care facilities, religious organizations, other amusement and recreation industries, private educational services, civic and social organizations, individual and family services, and local government, excluding education and hospitals. Some childcare programs are for-profit centers; some of these are affiliated with a local or national chain. Religious institutions, community agencies, school systems, and State and local governments operate nonprofit programs. Only a very small percentage of private industry establishments operate onsite childcare centers for the children of their employees.

Training, Other Qualifications, and Advancement

The training and qualifications required of childcare workers vary widely. Each State has its own licensing requirements that regulate caregiver training; these range from a high school diploma, to community college courses, to a college degree in child development or early-childhood education. Many States require continuing education for workers in this field. However, State requirements often are minimal. Childcare workers generally can obtain employment with a high school diploma and little or no experience. Local governments, private firms, and publicly funded programs may have more demanding training and education requirements.

Some employers prefer to hire childcare workers with a nationally recognized childcare development credential, secondary or postsecondary courses in child development and early childhood education, or work experience in a childcare setting. Other employers require their own specialized training. An increasing number of employers require an associate degree in early childhood education. Schools for nannies teach early childhood education, nutrition, and childcare.

Childcare workers must anticipate and prevent problems, deal with disruptive children, provide fair but firm discipline, and be enthusiastic and constantly alert. They must communicate effectively with the children and their parents, as well as other teachers and childcare workers. Workers should be mature, patient, understanding, and articulate, and have energy and physical stamina. Skills in music, art, drama, and storytelling also are important. Self-employed childcare workers must have business sense and management abilities.

Opportunities for advancement are limited. However, as childcare workers gain experience, some may advance to supervisory or administrative positions in large childcare centers or preschools. Often, these positions require additional training, such as a bachelor's or master's degree. Other workers move on to work in resource and referral agencies, consulting with parents on available child services. A few workers become involved in policy or advocacy work related to childcare and early childhood education. With a bachelor's degree, workers may become preschool teachers or become certified to teach in public or private schools. Some workers set up their own childcare businesses.

Job Outlook

High replacement needs should create good job opportunities for childcare workers. Many childcare workers must be replaced each year as they leave the occupation to take other jobs, to meet family responsibilities, or for other reasons. Qualified persons who are interested in this work should have little trouble finding and keeping a job. Opportunities for nannies should be especially good, as many workers prefer not to work in other people's homes.

Employment of childcare workers is projected to increase about as fast as the average for all occupations through the year 2012. The number of women of childbearing age (widely considered to be ages 15 to 44) in the labor force and the number of children under 5 years of age is expected to rise gradually over the projected 2002-12 period. Also, the proportion of youngsters enrolled full or part time in childcare and preschool programs is likely to continue to increase, spurring demand for additional childcare workers.

Changes in perceptions of preprimary education may lead to increased public and private spending on childcare. If more parents believe that some experience in center-based care and preschool is beneficial to children, enrollment will increase. Concern about the behavior of school-age children during nonschool hours should increase demand for before- and afterschool programs. In addition, the difficulty of finding suitable nannies or private household workers also may force many families to seek out alternative childcare arrangements in centers and family childcare programs. Government policy often favors increased funding of early childhood education programs, and that trend will probably continue. Government funding for before- and afterschool programs also is expected to be steady over the projection period. The growing availability of government-funded center-based care and preschool programs may induce some parents to enroll their children who otherwise would not do so. Some States also are increasing subsidization of the child daycare services industry in response to welfare reform legislation. This reform might cause some mothers to enter the workforce during the projection period as their welfare benefits are reduced or eliminated.

Earnings

Pay depends on the educational attainment of the worker and the type of establishment. Although the pay generally is very low, more education usually means higher earnings. Median hourly earnings of wage and salary childcare workers were \$7.86 in 2002. The middle 50 percent earned between \$6.66 and \$9.65. The lowest 10 percent earned less than \$5.91, and the highest 10 percent earned more than \$11.46. Median hourly earnings in the industries employing the largest numbers of childcare workers in 2002 were as follows:

Other residential care facilities	\$9.51
Elementary and secondary schools	9.04
Civic and social organizations	7.25
Child daycare services	7.18
Other amusement and recreation industries	7.09

Earnings of self-employed childcare workers vary depending on the hours worked, the number and ages of the children, and the location.

Benefits vary, but are minimal for most childcare workers. Many employers offer free or discounted childcare to employees. Some offer a full benefits package, including health insur-

ance and paid vacations, but others offer no benefits at all. Some employers offer seminars and workshops to help workers learn new skills. A few are willing to cover the cost of courses taken at community colleges or technical schools. Live-in nannies get free room and board.

Related Occupations

Childcare work requires patience; creativity; an ability to nurture, motivate, teach, and influence children; and leadership, organizational, and administrative skills. Others who work with children and need these qualities and skills include teacher assistants; teachers—preschool, kindergarten, elementary, middle, and secondary; and teachers—special education.

Sources of Additional Information

For an electronic question-and-answer service on childcare, information on becoming a childcare provider, and other resources for persons interested in childcare work, contact:

► National Child Care Information Center, 243 Church St. NW., 2nd floor, Vienna, VA 22180. Telephone (tollfree): 800-424-4310. Internet: <http://www.nccic.org>

For information on becoming a family childcare provider, send a stamped, self-addressed envelope to:

► The Children's Foundation, 725 15th St. NW., Suite 505, Washington, DC 20005-2109. Internet: <http://www.childrensfoundation.net>

For eligibility requirements and a description of the Child Development Associate credential, contact:

► Council for Professional Recognition, 2460 16th St. NW., Washington, DC 20009-3575. Internet: <http://www.cdacouncil.org>

For eligibility requirements and a description of the Certified Childcare Professional designation, contact:

► National Childcare Association, 1016 Rosser St., Conyers, GA 30012. Internet: <http://www.nccanet.org>

For information about a career as a nanny, contact:

► International Nanny Association, 191 Clarksville Rd., Princeton Junction, NJ 08550-3111. Telephone (tollfree): 888-878-1477. Internet: <http://www.nanny.org>

State Departments of Human Services or Social Services can supply State regulations and training requirements for childcare workers.

Flight Attendants

(0*NET 39-6031.00)

Significant Points

- Job duties are learned through intensive formal training after workers are hired.
- Competition for positions will remain strong because the opportunity for travel attracts more applicants than there are jobs, with only the most qualified being hired.
- Although applicants must be high school graduates or hold a GED, many airlines today prefer a college degree.

Nature of the Work

Major airlines are required by law to provide flight attendants for the safety of the traveling public. Although the primary job of the flight attendants is to ensure that safety regulations are followed, they also try to make flights comfortable and enjoyable for passengers.

At least 1 hour before each flight, attendants are briefed by the captain—the pilot in command—on such things as emergency evacuation procedures, coordination of the crew, the length of the flight, expected weather conditions, and special issues having to do with passengers. Flight attendants make sure that first-aid kits and other emergency equipment are aboard and in working order and that the passenger cabin is in order, with adequate supplies of food, beverages, and blankets. As passengers board the plane, flight attendants greet them, check their tickets, and tell them where to store coats and carry-on items.

Before the plane takes off, flight attendants instruct all passengers in the use of emergency equipment and check to see that seat belts are fastened, seat backs are in upright positions, and all carry-on items are properly stowed. In the air, helping passengers in the event of an emergency is the most important responsibility of a flight attendant. Safety-related actions may range from reassuring passengers during occasional encounters with strong turbulence to directing passengers who must evacuate a plane following an emergency landing. Flight attendants also answer questions about the flight; distribute reading material, pillows, and blankets; and help small children, elderly or disabled persons, and any others needing assistance. They may administer first aid to passengers who become ill. Flight attendants generally serve beverages and other refreshments and, on many flights, heat and distribute precooked meals or snacks. Prior to landing, flight attendants take inventory of headsets, alcoholic beverages, and moneys collected. They also report any medical problems passengers may have had, the condition of cabin equipment, and lost and found articles.

Lead, or first, flight attendants, sometimes known as pursers, oversee the work of the other attendants aboard the aircraft, while performing most of the same duties.

Working Conditions

Because airlines operate around-the-clock, year-round, flight attendants may work nights, holidays, and weekends. In most cases, agreements between the airline and the employees' union determine the total daily and monthly working time. On-duty

time is usually limited to 12 hours per day, with a daily maximum of 14 hours. Attendants usually fly 65 to 85 hours a month and, in addition, generally spend about 50 hours a month on the ground preparing planes for flights, writing reports following completed flights, and waiting for planes to arrive. They may be away from their home base at least one-third of the time. During this period, the airlines provide hotel accommodations and an allowance for meal expenses.

Flight attendants must be flexible, reliable, and willing to relocate. Home bases and routes worked are bid for on a seniority basis. The longer the flight attendant has been employed, the more likely he or she is to work on chosen flights. Almost all flight attendants start out working on reserve status or on call. On small corporate airlines, flight attendants often work on an as-needed basis and must adapt to varying environments and passengers.

The combination of free time and discount airfares provides flight attendants the opportunity to travel and see new places. However, the work can be strenuous and trying. Short flights require speedy service if meals are served, and turbulent flights can make serving drinks and meals difficult. Flight attendants stand during much of the flight and must remain pleasant and efficient, regardless of how tired they are or how demanding passengers may be. Occasionally, flight attendants must deal with disruptive passengers.

Flight attendants are susceptible to injuries because of the job demands in a moving aircraft. Back injuries and mishaps incurred by opening overhead compartments are common. In addition, medical problems can arise from irregular sleeping and eating patterns, dealing with stressful passengers, working in a pressurized environment, and breathing recycled air.

Employment

Flight attendants held about 104,000 jobs in 2002. Commercial airlines employed the vast majority of flight attendants, most of who lived in their employer's home base city. A small number of flight attendants worked for large companies that operated company aircraft for business purposes.

Training, Other Qualifications, and Advancement

Airlines prefer to hire poised, tactful, and resourceful people who can interact comfortably with strangers and remain calm



Although safety is their primary concern, flight attendants also try to make flights comfortable and enjoyable for airline passengers.

under duress. Applicants usually must be at least 18 to 21 years old. Some carriers may have higher minimum-age requirements. Flight attendants must have excellent health and the ability to speak clearly. All U.S. airlines require that applicants be citizens of the United States or registered aliens with legal rights to obtain employment in the United States.

In addition, airlines usually have physical and appearance requirements. There are height requirements for the purposes of reaching overhead bins, and most airlines want candidates with weight proportionate to height. Vision is required to be correctable to 20/30 or better with glasses or contact lenses (uncorrected no worse than 20/200). Men must have their hair cut above the collar and be clean shaven. Airlines prefer applicants with no visible tattoos, body piercing, or unusual hairstyles or makeup.

Applicants must be high school graduates. Those with several years of college and experience in dealing with the public are preferred. More and more flight attendants being hired are college graduates. Applicants who attend schools and colleges that offer flight attendant training may have an advantage over other applicants. Highly desirable areas of concentration include people-oriented disciplines such as psychology and education. Flight attendants for international airlines generally must speak a foreign language fluently. For their international flights, some of the major airlines prefer candidates who can speak two major foreign languages.

Once hired, all candidates must undergo a period of formal training. The length of training, ranging from 3 to 8 weeks, depends on the size and type of carrier and takes place at the airline's flight training center. Airlines that do not operate training centers generally send new employees to the center of another airline. Airlines may provide transportation to the training centers and an allowance for board, room, and school supplies. However, new trainees are not considered employees of the airline until they successfully complete the training program. Some airlines charge individuals for training. Trainees learn emergency procedures such as evacuating an airplane, operating emergency systems and equipment, administering first aid, and water-survival tactics. In addition, trainees are taught how to deal with disruptive passengers and with hijacking and terrorist situations. New hires learn flight regulations and duties, company operations and policies, and receive instruction on personal grooming and weight control. Trainees for the international routes get additional instruction in passport and customs regulations. Many drills and duties must be performed alone, in front of the training staff. Tests are given throughout training to eliminate unsuccessful trainees. Toward the end of their training, students go on practice flights. Flight attendants also are required to go through periodic retraining and pass an FAA safety examination in order to continue flying.

After completing initial training, flight attendants are assigned to one of their airline's bases. New flight attendants are placed on "reserve status" and are called on either to staff extra flights or to fill in for crewmembers who are sick, on vacation, or rerouted. When they are not on duty, reserve flight attendants must be available to report for flights on short notice. They usually remain on reserve for at least 1 year, but, in some cities, it may take 5 to 10 years or longer to advance from reserve status. Flight attendants who no longer are on reserve bid monthly for regular assignments. Because assignments are based on seniority, usually only the most experienced attendants get their choice of assignments. Advancement takes longer today

than in the past, because experienced flight attendants are remaining in this career longer than they used to.

Some flight attendants become supervisors or take on additional duties such as recruiting and instructing. Their experience also may qualify them for numerous airline-related jobs involving contact with the public, such as reservation ticket agent or public-relations specialist.

Job Outlook

In the long run, opportunities for persons seeking flight attendant jobs should improve as the airline industry recovers from the aftereffects of September 11 and the downturn in the economy. Employment of flight attendants is expected to grow about as fast as the average for all occupations through the year 2012. Population growth and an improving economy are expected to boost the number of airline passengers. As airlines enlarge their capacity to meet rising demand by increasing the number and size of planes in operation, more flight attendants will be needed. However, over the next decade, one can expect that demand for flight attendants will fluctuate with the demand for air travel, which is highly sensitive to swings in the economy. During downturns, as air traffic declines, the hiring of flight attendants declines, and some experienced attendants may be laid off until traffic recovers.

Despite the improving outlook, competition is expected to be keen because this job usually attracts more applicants than there are jobs, with only the most qualified eventually being hired. Those applicants with at least 2 years of college and who have experience in dealing with the public should have the best chance of being hired. Also, job opportunities may be better with the faster growing regional and low-fare airlines.

The majority of job openings through the year 2012 will arise from the need to replace flight attendants who leave the labor force or transfer to other occupations, often for higher earnings or a more stable lifestyle. However, with the job now viewed increasingly as a profession, fewer flight attendants are leaving their jobs and job turnover is not as high as in the past. The average job tenure of attendants is currently more than 7 years and is increasing.

Earnings

Median annual earnings of flight attendants were \$43,140 in 2002. The middle 50 percent earned between \$31,660 and \$66,260. The lowest 10 percent earned less than \$20,890, and the highest 10 percent earned more than \$91,050.

According to data from the Association of Flight Attendants, beginning flight attendants had median earnings of about \$15,338 a year in 2002. However, beginning pay scales for flight attendants vary by carrier. New hires usually begin at the same pay scale regardless of experience, and all flight attendants receive the same future pay increases. Flight attendants receive extra compensation for night and international flights and for increased hours. Further, some airlines offer incentive pay for working holidays or taking positions that require additional responsibility or paperwork. Most airlines guarantee a minimum of 65 to 85 flight hours per month, with the option to work additional hours. Flight attendants also receive a "per diem" allowance for meal expenses while on duty away from home. In addition, flight attendants and their immediate families are entitled to free fares on their own airline and reduced fares on most other airlines.

Flight attendants are required to purchase uniforms and wear them while on duty. The airlines usually pay for uniform replacement items, and may provide a small allowance to cover cleaning and upkeep of the uniforms.

The majority of flight attendants hold union membership, primarily with the Association of Flight Attendants. Others may be members of the Transport Workers Union of America, the International Brotherhood of Teamsters, or other unions.

Related Occupations

Other jobs that involve helping people as a safety professional, while requiring the ability to be calm even under trying circumstances, include emergency medical technicians and paramedics and firefighting occupations.

Sources of Additional Information

Information about job opportunities and qualifications required for work at a particular airline may be obtained by writing to the airline's human resources office.

Food and Beverage Serving and Related Workers

(0*NET 35-3011.00, 35-3021.00, 35-3022.00, 35-3031.00, 35-3041.00, 35-9011.00, 35-9021.00, 35-9031.00, 35-9099.99)

Significant Points

- Most jobs are part time and many opportunities exist for young people—around one-fourth of these workers were 16 to 19 years old, about 5 times the proportion for all workers.
- Job openings are expected to be abundant through 2012, reflecting substantial replacement needs.
- Tips comprise a major portion of earnings, so keen competition is expected for jobs where potential earnings from tips are greatest—bartenders, waiters and waitresses, and other jobs in popular restaurants and fine dining establishments.

Nature of the Work

Food and beverage serving and related workers are the front line of customer service in restaurants, coffee shops, and other food service establishments. These workers greet customers, escort them to seats and hand them menus, take food and drink orders, and serve food and beverages. They also answer questions, explain menu items and specials, and keep tables and dining areas clean and set for new diners. Most work as part of a team, helping coworkers during busy times to improve workflow and customer service.

Waiters and waitresses, the largest group of these workers, take customers' orders, serve food and beverages, prepare itemized checks, and sometimes accept payment. Their specific duties vary considerably, depending on the establishment. In coffee shops serving routine, straightforward fare, such as salads, soups, and sandwiches, servers are expected to provide fast, efficient, and courteous service. In fine dining restaurants, where more complicated meals are prepared and often served over several courses, waiters and waitresses provide more formal service emphasizing personal, attentive treatment and a more leisurely pace. They may recommend certain dishes and identify ingredients or explain how various items on the menu are prepared. Some prepare salads, desserts, or other menu items tableside. Additionally, they may check the identification of patrons to ensure they meet the minimum age requirement for the purchase of alcohol and tobacco products.

Waiters and waitresses sometimes perform the duties of other food and beverage service workers. These tasks may include escorting guests to tables, serving customers seated at counters, clearing and setting up tables, or operating a cash register. However, full-service restaurants frequently hire other staff, such as hosts and hostesses, cashiers, or dining room attendants, to perform these duties.

Bartenders fill drink orders either taken directly from patrons at the bar or through waiters and waitresses who place drink orders for dining room customers. Bartenders check identification of customers seated at the bar, to ensure they meet the minimum age requirement for the purchase of alcohol and tobacco products. They prepare mixed drinks, serve bottled or draught beer, and pour wine or other beverages. Bartenders

must know a wide range of drink recipes and be able to mix drinks accurately, quickly, and without waste. Besides mixing and serving drinks, bartenders stock and prepare garnishes for drinks; maintain an adequate supply of ice, glasses, and other bar supplies; and keep the bar area clean for customers. They also may collect payment, operate the cash register, wash glassware and utensils, and serve food to customers seated at the bar. Bartenders usually are responsible for ordering and maintaining an inventory of liquor, mixes, and other bar supplies.

The majority of bartenders directly serve and interact with patrons. Bartenders should be friendly and enjoy mingling with customers. Bartenders at service bars, on the other hand, have less contact with customers. They work in small bars often located off the kitchen in restaurants, hotels, and clubs where only waiters and waitresses place drink orders. Some establishments, especially larger, higher volume ones, use equipment that automatically pours and mixes drinks at the push of a button. Bartenders who use this equipment, however, still must work quickly to handle a large volume of drink orders and be familiar with the ingredients for special drink requests. Much of a bartender's work still must be done by hand to fill each individual order.

Hosts and hostesses welcome guests and maintain reservation or waiting lists. They may direct patrons to coatrooms, restrooms, or to a place to wait until their table is ready. Hosts and hostesses assign guests to tables suitable for the size of their group, escort patrons to their seats, and provide menus. They also schedule dining reservations, arrange parties, and organize any special services that are required. In some restaurants, they act as cashiers.

Dining room and cafeteria attendants and bartender helpers assist waiters, waitresses, and bartenders by cleaning tables, removing dirty dishes, and keeping serving areas stocked with supplies. Sometimes called backwaiters or runners, they bring meals out of the kitchen and assist waiters and waitresses by distributing dishes to individual diners. They also replenish the supply of clean linens, dishes, silverware, and glasses in the dining room and keep the bar stocked with glasses, liquor, ice, and drink garnishes. Dining room attendants set tables with clean tablecloths, napkins, silverware, glasses, and dishes and serve ice water, rolls, and butter. At the conclusion of meals, they remove dirty dishes and soiled linens from tables. Cafeteria attendants stock serving tables with food, trays, dishes, and



Waiters and waitresses serve food and beverages to diners.

silverware and may carry trays to dining tables for patrons. *Bar-tender helpers* keep bar equipment clean and wash glasses. *Dish-washers* clean dishes, cutlery, and kitchen utensils and equipment.

Counter attendants take orders and serve food in cafeterias, coffee shops, and carryout eateries. In cafeterias, they serve food displayed on steam tables, carve meat, dish out vegetables, ladle sauces and soups, and fill beverage glasses. In lunch-rooms and coffee shops, counter attendants take orders from customers seated at the counter, transmit orders to the kitchen, and pick up and serve food. They also fill cups with coffee, soda, and other beverages and prepare fountain specialties, such as milkshakes and ice cream sundaes. Counter attendants also take carryout orders from diners and wrap or place items in containers. They clean counters, write itemized checks, and sometimes accept payment. Some counter attendants may prepare short-order items, such as sandwiches and salads.

Some food and beverage serving workers take orders from customers at counters or drive-through windows at fast-food restaurants. They assemble orders, hand them to customers, and accept payment. Many of these are *combined food preparation and serving workers* who also cook and package food, make coffee, and fill beverage cups using drink-dispensing machines.

Other workers serve food to patrons outside of a restaurant environment, such as in hotels, hospital rooms, or cars.

Working Conditions

Food and beverage service workers are on their feet most of the time and often carry heavy trays of food, dishes, and glassware. During busy dining periods, they are under pressure to serve customers quickly and efficiently. The work is relatively safe, but care must be taken to avoid slips, falls, and burns.

Part-time work is more common among food and beverage serving and related workers than among workers in almost any other occupation. In 2002, those on part-time schedules included half of all waiters and waitresses, and 2 out of 5 bartenders.

Food service and drinking establishments typically maintain long dining hours and offer flexible and varied work opportunities. Many food and beverage serving and related workers work evenings, weekends, and holidays. Some work split shifts—they work for several hours during the middle of the day, take a few hours off in the afternoon, and then return to their jobs for evening hours. Many students and teenagers seek part time or seasonal work as food and beverage serving and related workers as a first job to gain work experience or to earn spending money while in school. Around one-fourth of food and beverage serving and related workers were 16 to 19 years old—about 5 times the proportion for all workers.

Employment

Food and beverage serving and related workers held 6.5 million jobs in 2002. The distribution of jobs among the various food and beverage serving workers was as follows:

Waiters and waitresses	2,097,000
Combined food preparation and serving workers, including fast food	1,990,000
Dishwashers	505,000
Counter attendants, cafeteria, food concession, and coffee ...	467,000
Bartenders	463,000
Dining room and cafeteria attendants and bartender helpers	409,000
Hosts and hostesses, restaurant, lounge, and coffee shop	298,000
Food servers, nonrestaurant	195,000
All other food preparation and serving related workers	117,000

The overwhelming majority of jobs for food and beverage serving and related workers were found in food services and drinking places, such as restaurants, coffee shops, and bars. Other jobs were found primarily in traveler accommodation (hotels); amusement, gambling, and recreation industries; educational services; grocery stores; nursing care facilities; civic and social organizations; and hospitals.

Jobs are located throughout the country but are typically plentiful in large cities and tourist areas. Vacation resorts offer seasonal employment, and some workers alternate between summer and winter resorts, instead of remaining in one area the entire year.

Training, Other Qualifications, and Advancement

There are no specific educational requirements for food and beverage service jobs. Many employers prefer to hire high school graduates for waiter and waitress, bartender, and host and hostess positions, but completion of high school usually is not required for fast-food workers, counter attendants, dishwashers, and dining room attendants and bartender helpers. A job as a food and beverage service worker serves as a source of immediate income, rather than a career, for many people. Many entrants to these jobs are in their late teens or early twenties and have a high school education or less. Usually, they have little or no work experience. Many are full-time students or homemakers. Food and beverage service jobs are a major source of part-time employment for high school and college students.

Restaurants rely on good food and quality customer service to retain loyal customers and succeed in a competitive industry. Food and beverage serving and related workers who exhibit excellent personal qualities, such as a neat clean appearance, a well-spoken manner, an ability to work as a member of team, and a pleasant way with patrons, will be highly sought after.

Waiters and waitresses need a good memory to avoid confusing customers' orders and to recall faces, names, and preferences of frequent patrons. These workers also should be comfortable using computers to place orders and generate customers' bills. Some may need to be quick at arithmetic so they can total bills manually. Knowledge of a foreign language is helpful to communicate with a diverse clientele and staff. Prior experience waiting on tables is preferred by restaurants and hotels that have rigid table service standards. Jobs at these establishments often offer higher wages and have greater income potential from tips, but they may also have stiffer employment requirements, such as higher education or training standards, than other establishments.

Usually, bartenders must be at least 21 years of age, but employers prefer to hire people who are 25 or older. Bartenders should be familiar with State and local laws concerning the sale of alcoholic beverages.

Most food and beverage serving and related workers pick up their skills on the job by observing and working with more experienced workers. Some employers, particularly those in fast-food restaurants, use self-instruction programs with audio-visual presentations and instructional booklets to teach new employees food preparation and service skills. Some public and private vocational schools, restaurant associations, and large restaurant chains provide classroom training in a generalized food service curriculum.

Some bartenders acquire their skills by attending a bartending or vocational and technical school. These programs often include instruction on State and local laws and regula-

tions, cocktail recipes, attire and conduct, and stocking a bar. Some of these schools help their graduates find jobs. Although few employers require any minimum level of educational attainment, some specialized training is usually needed in food handling and legal issues surrounding serving alcoholic beverages and tobacco. Employers are more likely to hire and promote based on people skills and personal qualities rather than education.

Due to the relatively small size of most food-serving establishments, opportunities for promotion are limited. After gaining experience, some dining room and cafeteria attendants and bartender helpers advance to waiter, waitress, or bartender jobs. For waiters, waitresses, and bartenders, advancement usually is limited to finding a job in a busier or more expensive restaurant or bar where prospects for tip earnings are better. A few bartenders open their own businesses. Some hosts and hostesses and waiters and waitresses advance to supervisory jobs, such as maitre d'hotel, dining room supervisor, or restaurant manager. In larger restaurant chains, food and beverage service workers who excel at their work often are invited to enter the company's formal management training program. (For more information, see the *Handbook* statement on food service managers.)

Job Outlook

Job openings are expected to be abundant for food and beverage serving and related workers. Overall employment of these workers is expected to increase about as fast as the average over the 2002-12 period, stemming from increases in population, personal incomes, and leisure time. While employment growth will account for many new jobs, the overwhelming majority of openings will arise from the need to replace the high proportion of workers who leave the occupations each year. There is substantial movement into and out of these occupations because education and training requirements are minimal, and the predominance of part-time jobs is attractive to people seeking a short-term source of income rather than a career. However, keen competition is expected for bartender, waiter and waitress, and other food and beverage service jobs in popular restaurants and fine dining establishments, where potential earnings from tips are greatest.

Projected employment growth between 2002 and 2012 varies by type of job. Employment of combined food preparation and serving workers, which includes fast-food workers, is expected to increase faster than the average in response to the continuing fast-paced lifestyle of many Americans and the addition of healthier foods at many fast-food restaurants. Increases in the number of families and the more affluent, 55-and-older population will result in more restaurants that offer table service and more varied menus—leading to average growth for waiters and waitresses and hosts and hostesses. Employment of dining room attendants and dishwashers will grow more slowly than other food and beverage serving and related workers, because diners increasingly are eating at more casual dining spots, such as coffee bars and sandwich shops, rather than at the full-service restaurants that employ more of these workers. Slower than average employment growth is expected for bartenders.

Earnings

Food and beverage serving and related workers derive their earnings from a combination of hourly wages and customer tips. Earnings vary greatly, depending on the type of job and estab-

lishment. For example, fast-food workers and hosts and hostesses usually do not receive tips, so their wage rates may be higher than those of waiters and waitresses and bartenders in full-service restaurants, who typically earn more from tips than from wages. In some restaurants, workers contribute a portion of their tips to a tip pool, which is distributed among qualifying workers. Tip pools allow workers who don't usually receive tips directly from customers, such as dining room attendants, to share in the rewards of good service.

In 2002, median hourly earnings (including tips) of waiters and waitresses were \$6.80. The middle 50 percent earned between \$6.13 and \$8.00. The lowest 10 percent earned less than \$5.70, and the highest 10 percent earned more than \$11.00 an hour. For most waiters and waitresses, higher earnings are primarily the result of receiving more in tips rather than higher hourly wages. Tips usually average between 10 and 20 percent of guests' checks; waiters and waitresses working in busy, expensive restaurants earn the most.

Bartenders had median hourly earnings (including tips) of \$7.21 in 2002. The middle 50 percent earned between \$6.33 and \$9.02. The lowest 10 percent earned less than \$5.76, and the highest 10 percent earned more than \$11.96 an hour. Like waiters and waitresses, bartenders employed in public bars may receive more than half of their earnings as tips. Service bartenders often are paid higher hourly wages to offset their lower tip earnings.

Median hourly earnings (including tips) of dining room and cafeteria attendants and bartender helpers were \$6.99 in 2002. The middle 50 percent earned between \$6.33 and \$8.10. The lowest 10 percent earned less than \$5.80, and the highest 10 percent earned more than \$9.70 an hour. Most received over half of their earnings as wages; the rest of their income was a share of the proceeds from tip pools.

Median hourly earnings of hosts and hostesses were \$7.36 in 2002. The middle 50 percent earned between \$6.54 and \$8.58. The lowest 10 percent earned less than \$5.89, and the highest 10 percent earned more than \$10.32 an hour. Wages comprised the majority of their earnings. In some cases, wages were supplemented by proceeds from tip pools.

Median hourly earnings of combined food preparation and serving workers, including fast food, were \$6.97 in 2002. The middle 50 percent earned between \$6.23 and \$8.08. The lowest 10 percent earned less than \$5.74, and the highest 10 percent earned more than \$9.33 an hour. Although some combined food preparation and serving workers receive a part of their earnings as tips, fast-food workers usually do not.

Median hourly earnings of counter attendants in cafeterias, food concessions, and coffee shops (including tips) were \$7.32 in 2002. The middle 50 percent earned between \$6.52 and \$8.53 an hour. The lowest 10 percent earned less than \$5.87, and the highest 10 percent earned more than \$10.39 an hour.

Median hourly earnings of dishwashers were \$7.15 in 2002. The middle 50 percent earned between \$6.40 and \$8.28. The lowest 10 percent earned less than \$5.82, and the highest 10 percent earned more than \$9.41 an hour.

Median hourly earnings of nonrestaurant food servers were \$7.52 in 2002. The middle 50 percent earned between \$6.51 and \$9.36. The lowest 10 percent earned less than \$5.87, and the highest 10 percent earned more than \$11.72 an hour.

Many beginning or inexperienced workers start earning the Federal minimum wage of \$5.15 an hour. However, a few States set minimum wages higher than the Federal minimum. Also,

various minimum wage exceptions apply under specific circumstances to disabled workers, full-time students, youth under age 20 in their first 90 days of employment, tipped employees, and student-learners. Tipped employees are those who customarily and regularly receive more than \$30 a month in tips. The employer may consider tips as part of wages, but the employer must pay at least \$2.13 an hour in direct wages. Employers also are permitted to deduct from wages the cost, or fair value, of any meals or lodging provided. Many employers, however, provide free meals and furnish uniforms. Food and beverage service workers who work full time often receive typical benefits, while part-time workers usually do not.

In some large restaurants and hotels, food and beverage serving and related workers belong to unions—principally the Hotel Employees and Restaurant Employees International Union and the Service Employees International Union.

Related Occupations

Other workers whose job involves serving customers and handling money include flight attendants, gaming services workers, and retail salespersons.

Sources of Additional Information

Information about job opportunities may be obtained from local employers and local offices of State employment services agencies.

A guide to careers in restaurants plus a list of 2- and 4-year colleges offering food service programs and related scholarship information is available from:

► National Restaurant Association, 1200 17th St. NW., Washington, DC 20036-3097. Internet: <http://www.restaurant.org>

For general information on hospitality careers, contact:

► International Council on Hotel, Restaurant, and Institutional Education, 2613 North Parham Rd., 2nd Floor, Richmond, VA 23294. Internet: <http://www.chrie.org>

Food Service Managers

(0*NET 11-9051.00)

Significant Points

- Many experienced food and beverage preparation and service workers are promoted into managerial positions; however, applicants with a bachelor's or an associate degree in restaurant and institutional food service management should have the best job opportunities.
- Most new jobs will arise in food services and drinking places as the number of establishments increases along with the population.
- Job opportunities for salaried food service managers should be better than for self-employed managers, because more restaurant managers will be employed by larger companies to run multi-outlet establishments.

Nature of the Work

Food service managers are responsible for the daily operations of restaurants and other establishments that prepare and serve meals and beverages to customers. Besides coordinating activities among various departments, such as kitchen, dining room, and banquet operations, food service managers ensure that customers are satisfied with their dining experience. In addition, they oversee the inventory and ordering of food, equipment, and supplies and arrange for the routine maintenance and upkeep of the restaurant, its equipment, and facilities. Managers generally are responsible for all of the administrative and human-resource functions of running the business, including recruiting new employees and monitoring employee performance and training.

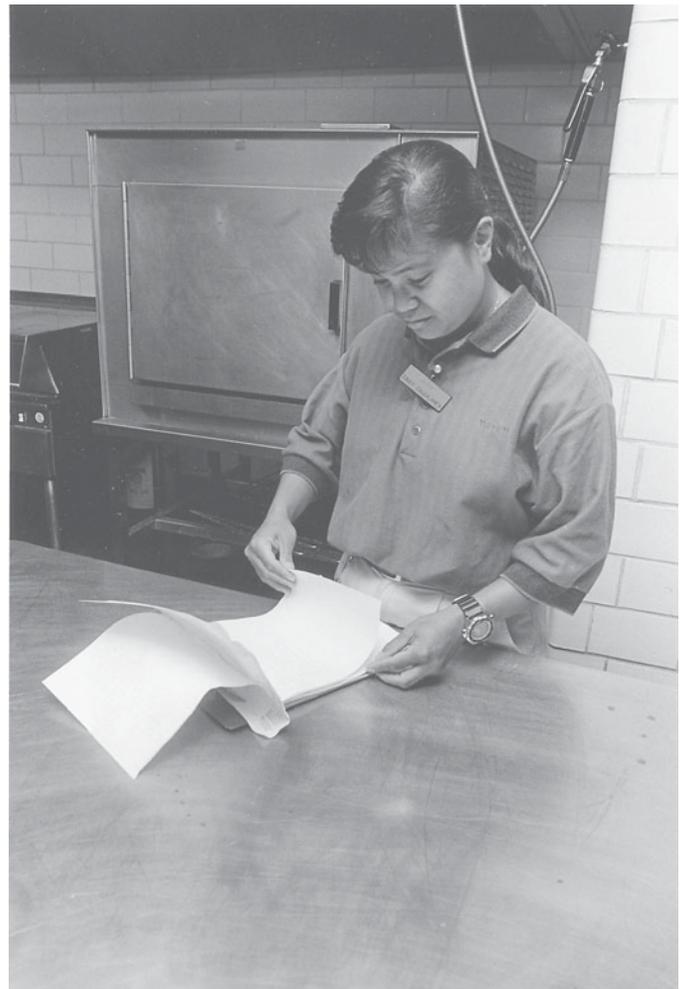
In most full-service restaurants and institutional food service facilities, the management team consists of a *general manager*, one or more *assistant managers*, and an *executive chef*. The executive chef is responsible for all food preparation activities, including running kitchen operations, planning menus, and maintaining quality standards for food service. In limited-service eating places, such as sandwich shops, coffee bars, or fast-food establishments, managers, not executive chefs, are responsible for supervising routine food preparation operations. Assistant managers in full-service facilities generally oversee service in the dining rooms and banquet areas. In larger restaurants and fast-food or other food service facilities that serve meals daily and maintain longer hours, individual assistant managers may supervise different shifts of workers. In smaller restaurants, formal titles may be less important, and one person may undertake the work of one or more food service positions. For example, the executive chef also may be the general manager or even sometimes an owner. (For additional information on these other workers, see the *Handbook* statements on top executives and chefs, cooks, and food preparation workers.)

One of the most important tasks of food service managers is assisting executive chefs as they select successful menu items. This task varies by establishment depending on the seasonality of menu items, the frequency with which restaurants change their menus, and the introduction of daily or weekly specials. Many restaurants rarely change their menus while others make frequent alterations. Managers or executive chefs select menu items, taking into account the likely number of customers and the past popularity of dishes. Other issues considered when planning a menu include whether there

was any unserved food left over from prior meals that should not be wasted, the need for variety, and the seasonal availability of foods. Managers or executive chefs analyze the recipes of the dishes to determine food, labor, and overhead costs and to assign prices to various dishes. Menus must be developed far enough in advance that supplies can be ordered and received in time.

Managers or executive chefs estimate food needs, place orders with distributors, and schedule the delivery of fresh food and supplies. They plan for routine services or deliveries, such as linen services or the heavy cleaning of dining rooms or kitchen equipment, to occur during slow times or when the dining room is closed. Managers also arrange for equipment maintenance and repairs, and coordinate a variety of services such as waste removal and pest control. Managers or executive chefs receive deliveries and check the contents against order records. They inspect the quality of fresh meats, poultry, fish, fruits, vegetables, and baked goods to ensure that expectations are met. They meet with representatives from restaurant supply companies and place orders to replenish stocks of tableware, linens, paper products, cleaning supplies, cooking utensils, and furniture and fixtures.

Managers must be good communicators. They need to speak well, often in several languages, with a diverse clientele and staff. They must motivate employees to work as a team, to ensure that food and service meet appropriate standards. Managers also must ensure that written supply orders are clear and unambiguous.



Food service managers check orders to ensure adequate inventories of food and other supplies.

Managers interview, hire, train, and, when necessary, fire employees. Retaining good employees is a major challenge facing food service managers. Managers recruit employees at career fairs, contact schools that offer academic programs in hospitality or culinary arts, and arrange for newspaper advertising to attract additional applicants. Managers oversee the training of new employees and explain the establishment's policies and practices. They schedule work hours, making sure that enough workers are present to cover each shift. If employees are unable to work, managers may have to call in alternates to cover for them or fill in themselves when needed. Some managers may help with cooking, clearing tables, or other tasks when the restaurant becomes extremely busy.

Food service managers ensure that diners are served properly and in a timely manner. They investigate and resolve customers' complaints about food quality or service. They monitor orders in the kitchen to determine where backups may occur, and they work with the chef to remedy any delays in service. Managers direct the cleaning of the dining areas and the washing of tableware, kitchen utensils, and equipment to comply with company and government sanitation standards. Managers also monitor the actions of their employees and patrons on a continual basis to ensure the personal safety of everyone. They make sure that health and safety standards and local liquor regulations are obeyed.

In addition to their regular duties, food service managers perform a variety of administrative assignments, such as keeping employee work records, preparing the payroll, and completing paperwork to comply with licensing laws and reporting requirements of tax, wage and hour, unemployment compensation, and Social Security laws. Some of this work may be delegated to an assistant manager or bookkeeper, or it may be contracted out, but most general managers retain responsibility for the accuracy of business records. Managers also maintain records of supply and equipment purchases and ensure that accounts with suppliers are paid.

Technology influences the jobs of food service managers in many ways, enhancing efficiency and productivity. Many restaurants use computers to track orders, inventory, and the seating of patrons. Point-of-service (POS) systems allow servers to key in a customer's order, either at the table, using a hand-held device, or from a computer terminal in the dining room, and send the order to the kitchen instantaneously so preparation can begin. The same system totals and prints checks, functions as a cash register, connects to credit card authorizers, and tracks sales. To minimize food costs and spoilage, many managers use inventory-tracking software to compare the record of sales from the POS with a record of the current inventory. Some establishments enter an inventory of standard ingredients and suppliers into their POS system. When supplies of particular ingredients run low, they can be ordered directly from the supplier using preprogrammed information. Computers also allow restaurant and food service managers to keep track of employee schedules and paychecks more efficiently.

Food service managers use the Internet to track industry news, find recipes, conduct market research, purchase supplies or equipment, recruit employees, and train staff. Internet access also makes service to customers more efficient. Many restaurants maintain Web sites that include menus and online promotions, provide information about the restaurant's location, and offer patrons the option to make a reservation.

Managers tally the cash and charge receipts received and balance them against the record of sales. They are responsible for depositing the day's receipts at the bank or securing them in a safe place. Finally, managers are responsible for locking up the estab-

lishment, checking that ovens, grills, and lights are off, and switching on alarm systems.

Working Conditions

Food service managers are among the first to arrive in the morning and the last to leave at night. Long hours—12 to 15 per day, 50 or more per week, and sometimes 7 days a week—are common. Managers of institutional food service facilities, such as school, factory, or office cafeterias, work more regular hours because the operating hours of these establishments usually conform to the operating hours of the business or facility they serve. However, hours for many managers are unpredictable.

Managers should be calm, flexible, and able to work through emergencies, such as a fire or flood, in order to ensure everyone's safety. Managers also should be able to fill in for absent workers on short notice. Managers often experience the pressures of simultaneously coordinating a wide range of activities. When problems occur, it is the manager's responsibility to resolve them with minimal disruption to customers. The job can be hectic, and dealing with irate customers or uncooperative employees can be stressful.

Managers also may experience the typical minor injuries of other restaurant workers, such as muscle aches, cuts, or burns. They might endure physical discomfort from moving tables or chairs to accommodate large parties, receiving and storing daily supplies from vendors, or making minor repairs to furniture or equipment.

Employment

Food service managers held about 386,000 jobs in 2002. Most managers were salaried, but about one-third were self-employed in independent restaurants or other small food service establishments. Almost three-fourths of all salaried jobs for food service managers were in full-service restaurants or limited-service eating places, such as fast-food restaurants and cafeterias. Other salaried jobs were in drinking places (alcoholic beverages) and in special food services—an industry that includes food service contractors who supply food services at institutional, governmental, commercial, or industrial locations. A small number of salaried jobs were in traveler accommodation (hotels); educational services; amusement, gambling, and recreation industries; nursing care facilities; and hospitals. Jobs are located throughout the country, with large cities and tourist areas providing more opportunities for full-service dining positions.

Training, Other Qualifications, and Advancement

Most food service management companies and national or regional restaurant chains recruit management trainees from 2- and 4-year college hospitality management programs. Restaurant chains prefer to hire people with degrees in restaurant and institutional food service management, but they often hire graduates with degrees in other fields who have demonstrated interest and aptitude. Some restaurant and food service manager positions—particularly self-service and fast-food—are filled by promoting experienced food and beverage preparation and service workers. Waiters, waitresses, chefs, and fast-food workers demonstrating potential for handling increased responsibility sometimes advance to assistant manager or management trainee jobs. Executive chefs need extensive experience working as chefs, and general managers need prior restaurant experience, usually as assistant managers.

A bachelor's degree in restaurant and food service management provides particularly strong preparation for a career in this occupation. A number of colleges and universities offer 4-year programs in restaurant and hotel management or institutional food

service management. For those not interested in pursuing a 4-year degree, community and junior colleges, technical institutes, and other institutions offer programs in the field leading to an associate degree or other formal certification. Both 2- and 4-year programs provide instruction in subjects such as nutrition, sanitation, and food planning and preparation, as well as accounting, business law and management, and computer science. Some programs combine classroom and laboratory study with internships providing on-the-job experience. In addition, many educational institutions offer culinary programs in food preparation. Such training can lead to a career as a cook or chef and provide a foundation for advancement to an executive chef position.

Most restaurant chains and food service management companies have rigorous training programs for management positions. Through a combination of classroom and on-the-job training, trainees receive instruction and gain work experience in all aspects of the operation of a restaurant or institutional food service facility. Areas include food preparation, nutrition, sanitation, security, company policies and procedures, personnel management, record-keeping, and preparation of reports. Training on use of the restaurant's computer system is increasingly important as well. Usually, after 6 months or a year, trainees receive their first permanent assignment as an assistant manager.

Most employers emphasize personal qualities when hiring managers. For example, self-discipline, initiative, and leadership ability are essential. Managers must be able to solve problems and concentrate on details. They need good communication skills to deal with customers and suppliers, as well as to motivate and direct their staff. A neat and clean appearance is important, because managers must convey self-confidence and show respect in dealing with the public. Food service management can be physically demanding, so good health and stamina also are important.

The certified Foodservice Management Professional (FMP) designation is a measure of professional achievement for food service managers. Although not a requirement for employment or advancement in the occupation, voluntary certification provides recognition of professional competence, particularly for managers who acquired their skills largely on the job. The National Restaurant Association Educational Foundation awards the FMP designation to managers who achieve a qualifying score on a written examination, complete a series of courses that cover a range of food service management topics, and meet standards of work experience in the field.

Willingness to relocate often is essential for advancement to positions with greater responsibility. Managers typically advance to larger establishments or regional management positions within restaurant chains. Some eventually open their own food service establishments.

Job Outlook

Employment of food service managers is expected to grow about as fast as the average for all occupations through 2012. In addition to job openings arising out of employment growth, the need to replace managers who transfer to other occupations or stop working will create many job opportunities. Applicants with a bachelor's or an associate degree in restaurant and institutional food service management should have the best job opportunities.

Projected employment growth varies by industry. Most new jobs will arise in full-service restaurants and limited-service eating places as the number of these establishments increases along with the population. Manager jobs in special food services, an industry that includes food service contractors, will increase as hotels, schools, healthcare facilities, and other businesses contract out their food

services to firms in this industry. Food service manager jobs still are expected to increase in hotels, schools, and health-care facilities, but growth will be slowed as contracting out becomes more common.

Job opportunities should be better for salaried managers than for self-employed managers. More new restaurants are affiliated with national chains than are independently owned and operated. As this trend continues, fewer owners will manage restaurants themselves, and more restaurant managers will be employed by larger companies to run individual establishments.

Earnings

Median annual earnings of salaried food service managers were \$35,790 in 2002. The middle 50 percent earned between \$27,910 and \$47,120. The lowest 10 percent earned less than \$21,760, and the highest 10 percent earned more than \$67,490. Median annual earnings in the industries employing the largest numbers of food service managers in 2002 were as follows:

Special food services	\$40,720
Traveler accommodation	39,210
Full-service restaurants	37,280
Nursing care facilities	33,910
Limited-service eating places	33,590
Elementary and secondary schools	31,210

In addition to receiving typical benefits, most salaried food service managers are provided free meals and the opportunity for additional training, depending on their length of service.

Related Occupations

Food service managers direct the activities of a hospitality-industry business and provide a service to customers. Other managers and supervisors in hospitality-oriented businesses include gaming managers, lodging managers, sales worker supervisors, and first-line supervisors or managers of food preparation and serving workers.

Sources of Additional Information

Information about a career as a food service manager, 2- and 4-year college programs in restaurant and food service management, and certification as a Foodservice Management Professional is available from:

► National Restaurant Association Educational Foundation, 175 West Jackson Blvd., Suite 1500, Chicago, IL 60604-2702. Internet: <http://www.nraef.org>

General information on hospitality careers may be obtained from:
 ► The International Council on Hotel, Restaurant, and Institutional Education, 2613 North Parham Rd., 2nd Floor, Richmond, VA 23294. Internet: <http://www.chrie.org>

Additional information about job opportunities in food service management may be obtained from local employers and from local offices of State employment services agencies.

Gaming Services Occupations

(0*NET 39-1011.00, 39-1012.00, 39-3011.00, 39-3012.00, 39-3019.99, 39-3099.99)

Significant Points

- These occupations have no common minimum educational requirements; each casino establishes its own requirements for education, training, and experience.
- Workers need a license issued by a regulatory agency, such as a State casino control board or commission; licensure requires proof of residency in the State in which gaming workers are employed.
- Job prospects are best for those with a degree or certification in gaming or a hospitality-related field, previous training or experience in casino gaming, and strong interpersonal and customer service skills.

Nature of the Work

Legalized gambling in the United States today includes casino gaming, State lotteries, parimutuel wagering on contests such as horse or dog racing, and charitable gaming. Gaming, the playing of games of chance, is a multibillion-dollar industry that is responsible for the creation of a number of unique service occupations.

The majority of all gaming services workers are employed in casinos. Their duties and titles may vary from one establishment to another. Despite differences in job title and task, however, workers perform many of the same basic functions in all casinos. Some positions are associated with oversight and direction—supervision, surveillance, and investigation—while others involve working with the games or patrons themselves, performing such activities as tending slot machines, handling money, writing and running tickets, and dealing cards or running games.

Like nearly every business establishment, casinos have workers who direct and oversee day-to-day operations. *Gaming supervisors* oversee the gaming operations and personnel in an assigned area. They circulate among the tables and observe the operations to ensure that all of the stations and games are covered for each shift. It is not uncommon for gaming supervisors to explain and interpret the operating rules of the house to patrons who may have difficulty understanding the rules. Gaming supervisors also may plan and organize activities to create a friendly atmosphere for the guests staying in their hotels or in casino hotels. Periodically, they address and adjust complaints about service.

Some gaming occupations demand specially acquired skills—dealing blackjack, for example—that are unique to casino work. Others require skills common to most businesses, such as the ability to conduct financial transactions. In both capacities, the workers in these jobs interact directly with patrons in attending to slot machines, making change, cashing or selling tokens and coins, writing and running for other games, and dealing cards at table games. Part of their responsibility is to make those interactions enjoyable.

Slot key persons, also called slot attendants or slot technicians, coordinate and supervise the slot department and its workers. Their duties include verifying and handling payoff win-

nings to patrons, resetting slot machines after completing the payoff, and refilling machines with money. Slot key persons must be familiar with a variety of slot machines and be able to make minor repairs and adjustments to the machines as needed. If major repairs are required, slot key persons determine whether the slot machine should be removed from the floor. Working the floor as frontline personnel, they enforce safety rules and report hazards.

Gaming and sportsbook writers and runners assist in the operations of games such as bingo and keno, in addition to taking bets on sporting events. They scan tickets presented by patrons and calculate and distribute winnings. Some writers and runners operate the equipment that randomly selects the numbers. Others may announce numbers selected, pick up tickets from patrons, collect bets, or receive, verify, and record patrons' cash wagers.

Gaming dealers operate table games such as craps, blackjack, and roulette. Standing or sitting behind the table, dealers provide dice, dispense cards to players, or run the equipment. Some dealers also monitor the patrons for infractions of casino rules. Gaming dealers must be skilled in customer service and in executing their game. Dealers determine winners, calculate and pay winning bets, and collect losing bets. Because of the fast-paced work environment, most gaming dealers are competent in at least two games, usually blackjack and craps.

Working Conditions

The atmosphere in casinos is generally filled with fun and often considered glamorous. However, casino work can also be physically demanding. Most occupations require that workers stand for long periods; some require the lifting of heavy items. The “glamorous” atmosphere exposes casino workers to certain hazards, such as cigarette, cigar, and pipe smoke. Noise from slot machines, gaming tables, and talking workers and patrons may be distracting to some, although workers wear protective headgear in areas where loud machinery is used to count money.

Most casinos are open 24 hours a day, seven day a week and offer three staggered shifts.

Employment

Gaming services' occupations held 192,000 jobs in 2002. Employment by occupational specialty was distributed as follows:



Slot key persons must be familiar with a variety of slot machines and be able to make minor repairs and adjustments to the machines as needed.

Gaming dealers	78,000
Gaming supervisors	39,000
Slot key persons	21,000
Gaming and sports book writers & runners	14,000
All other gaming service workers	40,000

Gaming services workers are found mainly in the traveler accommodation and gaming industries. Most are employed in commercial casinos, including land-based or riverboat casinos, in 11 States: Colorado, Illinois, Indiana, Iowa, Louisiana, Michigan, Mississippi, Missouri, Nevada, New Jersey, and South Dakota. The largest number works in land-based casinos in Nevada, and the second-largest group works in similar establishments in New Jersey. Mississippi, which boasts the greatest number of riverboat casinos in operation, employs the most workers in that venue. In addition, there are 23 States with Indian casinos. Legal lotteries are held in 40 States and the District of Columbia, and parimutuel wagering is legal in 41 States. Forty-seven States and the District of Columbia also allow charitable gaming.

For most workers, gaming licensure requires proof of residency in the State in which gaming workers are employed. But some gaming services workers do not limit themselves to one State or even one country, finding jobs on the small number of casinos located on luxury cruise liners that travel the world. These individuals live and work aboard the vessel.

Training, Other Qualifications, and Advancement

There usually are no minimum educational requirements for entry-level gaming jobs, although most employers prefer a high school diploma or GED. However, entry-level gaming services workers are required to have a license issued by a regulatory agency, such as a State casino control board or commission. Applicants for a license must provide photo identification, offer proof of residency in the State in which they anticipate working, and pay a fee. Age requirements vary by State. The licensing application process also includes a background investigation.

In addition to possessing a license, gaming services workers need superior customer service skills. Casino gaming workers provide entertainment and hospitality to patrons, and the quality of their service contributes to an establishment's success or failure. Therefore, gaming workers need good communication skills, an outgoing personality, and the ability to maintain their composure even when dealing with angry or demanding patrons. Personal integrity also is important, because workers handle large amounts of money.

Each casino establishes its own requirements for education, training, and experience. Almost all provide some in-house training in addition to requiring certification. The type and quantity of classes needed may vary.

Many institutions of higher learning give training toward certification in gaming, as well as offering an associate's, bachelor's, or master's degree in a hospitality-related field such as hospitality management, hospitality administration, or hotel management. Some schools offer training in games, gaming supervision, slot attendant and slot repair technician work, slot department management, and surveillance and security.

Gaming services workers who manage money should have some experience handling cash or using calculators or computers. For such positions, most casinos administer a math test to assess an applicant's level of competency.

Most casino supervisory staff have an associate's or bachelor's degree. Supervisors who do not have a degree usually substi-

tute hands-on experience for formal education. Regardless of their educational background, most supervisors gain experience in other gaming occupations before moving into supervisory positions, because knowledge of games and casino operations is essential for these workers. Gaming supervisors must have leadership qualities and good communication skills to supervise employees effectively and to deal with patrons in a way that encourages return visits.

Slot key persons do not need to meet formal educational requirements to enter the occupation, but completion of slot attendant or slot technician training is helpful. As with most other gaming workers, slot key persons receive on-the-job training during the first several weeks of employment. Most slot key positions are entry level, so a desire to learn is important. Slot key persons need good communication skills and an ability to remain calm, even when dealing with angry or demanding patrons. Personal integrity also is important, because these workers handle large sums of money.

Gaming and sportsbook writers and runners must have at least a high school diploma or GED. Most of these workers receive on-the-job training. Because gaming and sportsbook writers and runners work closely with patrons, they need excellent customer service skills.

Nearly all gaming dealers are certified. Certification is available through 2- or 4-year programs in gaming or a hospitality-related field. Experienced dealers, who often are able to attract new or return business, have the best job prospects. Dealers with more experience are placed at the "high-roller" tables.

Advancement opportunities in casino gaming depend less on workers' previous casino duties and titles than on their ability and eagerness to learn new jobs. For example, an entry-level gaming worker eventually might advance to become a dealer or card room manager or to assume some other supervisory position.

Job Outlook

With demand for gaming showing no sign of waning, employment in gaming services occupations is projected to grow faster than the average for all occupations through 2012. Even during the recent downturn in the economy, profits at casinos have risen. With many States benefiting from casino gambling in the form of tax revenue or compacts with Indian tribes, additional States are rethinking their opposition to legalized gambling and will likely approve the building of more casinos and other gaming formats during the next decade. Job prospects in gaming services occupations will be best for those with a degree or certification in gaming or a hospitality-related field, previous casino gaming training or experience, and strong interpersonal and customer service skills. As a direct result of increasing demand for additional table games in gaming establishments, the most rapid growth is expected among gaming dealers. In addition to job openings arising from employment growth, opportunities will result from the need to replace workers transferring to other occupations or leaving the labor force.

The increase in gaming reflects growth in the population and in its disposable income, both of which are expected to continue. Also, more domestic and international competition for gaming patrons and higher expectations among gaming patrons for customer service should result in more jobs for gaming services workers. Job growth is expected in established gaming areas such as Las Vegas, Nevada, and Atlantic City, New Jersey, as well as in other States and areas that may legalize gaming in the coming years, including Indian tribal lands.

Earnings

Wage earnings for gaming services workers vary according to occupation, level of experience, training, location, and size of the gaming establishment. The following were median earnings for various gaming services occupations in 2002:

Gaming supervisors	\$39,290
Slot key persons	22,870
Gaming and sports book writers and runners	18,660
Gaming dealers	14,090

Related Occupations

Many other occupations provide hospitality and customer service. Some examples of related occupations are security guards and gaming surveillance officers, recreation and fitness workers, sales worker supervisors, cashiers, gaming change persons and booth cashiers, retail salespersons, gaming cage workers, and tellers.

Sources of Additional Information

For additional information on careers in gaming, visit your public library and your State gaming regulatory agency or casino control commission.

Information on careers in gaming also is available from:

- ▶ American Gaming Association, 555 13th St. NW., Suite 1010 East, Washington, DC 20004. Internet: <http://www.americangaming.org>

Grounds Maintenance Workers

(0*NET 37-1012.01, 37-1012.02, 37-3011.00, 37-3012.00, 37-3013.00)

Significant Points

- Opportunities should be excellent, especially for workers willing to work seasonal or variable schedules, due to significant job turnover and increasing demand by landscaping services companies.
- Many beginning jobs have low earnings and are physically demanding.
- Most workers learn through short-term on-the-job training.

Nature of the Work

Attractively designed, healthy, and well-maintained lawns, gardens, and grounds create a positive first impression, establish a peaceful mood, and increase property values. Grounds maintenance workers perform the variety of tasks necessary to achieve a pleasant and functional outdoor environment. They also care for indoor gardens and plantings in commercial and public facilities, such as malls, hotels, and botanical gardens.

The duties of *landscaping workers* and *groundskeeping workers* are similar and often overlap. Landscaping workers physically install and maintain landscaped areas. They grade property, install lighting or sprinkler systems, and build walkways, terraces, patios, decks, and fountains. In addition to initially transporting and planting new vegetation, they transplant, mulch, fertilize, and water flowering plants, trees, and shrubs and mow and water lawns. A growing number of residential and commercial clients, such as managers of office buildings, shopping malls, multiunit residential buildings, and hotels and motels, favor full-service landscape maintenance. Landscaping workers perform a range of duties, including mowing, edging, trimming, fertilizing, dethatching, and mulching, for such clients on a regular basis during the growing season.

Groundskeeping workers, also called *groundskeepers*, maintain a variety of facilities, including athletic fields, golf courses, cemeteries, university campuses, and parks. In addition to caring for sod, plants, and trees, they rake and mulch leaves, clear snow from walkways and parking lots, and use irrigation methods to adjust the amount of water consumption and prevent waste. They see to the proper upkeep and repair of sidewalks, parking lots, groundskeeping equipment, pools, fountains, fences, planters, and benches.

Groundskeeping workers who care for athletic fields keep those with natural and those with artificial turf in top condition and mark out boundaries and paint turf with team logos and names before events. They must make sure that the underlying soil on fields with natural turf has the required composition to allow proper drainage and to support the grasses used on the field. Groundskeeping workers mow, water, fertilize, and aerate the fields regularly. They also vacuum and disinfect synthetic turf after its use, in order to prevent the growth of harmful bacteria, and they remove the turf and replace the cushioning pad periodically.

Workers who maintain golf courses are called *greenskeepers*. Greenskeepers do many of the same things that other groundskeepers do. In addition, greenskeepers periodically re-



Grounds maintenance workers use a variety of equipment to maintain lawns, athletic fields, and other landscaped areas.

locate the holes on putting greens to eliminate uneven wear of the turf and to add interest and challenge to the game. Greenskeepers also keep canopies, benches, ball washers, and tee markers repaired and freshly painted.

Some groundskeeping workers specialize in caring for cemeteries and memorial gardens. They dig graves to specified depths, generally using a backhoe. They mow grass regularly, apply fertilizers and other chemicals, prune shrubs and trees, plant flowers, and remove debris from graves.

Groundskeeping workers in parks and recreation facilities care for lawns, trees, and shrubs, maintain athletic fields and playgrounds, clean buildings, and keep parking lots, picnic areas, and other public spaces free of litter. They also may remove snow and ice from roads and walkways, erect and dismantle snow fences, and maintain swimming pools. These workers inspect buildings and equipment, make needed repairs, and keep everything freshly painted.

Supervisors of landscaping and groundskeeping workers perform various functions. They prepare cost estimates, schedule work for crews on the basis of weather conditions or the availability of equipment, perform spot checks to ensure the quality of the service, and suggest changes in work procedures. In addition, supervisors train workers in their tasks; keep employees' time records and record work performed; and even assist workers when deadlines are near.

Landscaping and groundskeeping workers use handtools such as shovels, rakes, pruning and regular saws, hedge and brush trimmers, and axes, as well as power lawnmowers, chain saws, snowblowers, and electric clippers. Some use equipment such as tractors and twin-axle vehicles. Landscaping and groundskeeping workers at parks, schools, cemeteries, and golf courses may use sod cutters to harvest sod that will be replanted elsewhere.

Pesticide handlers, sprayers, and applicators, vegetation, mix or apply pesticides, herbicides, fungicides, or insecticides through sprays, dusts, vapors, incorporation into the soil, or application of chemicals onto trees, shrubs, lawns, or botanical crops. Those working for chemical lawn service firms are more specialized, inspecting lawns for problems and applying fertilizers, herbicides, pesticides, and other chemicals to stimulate growth and prevent or control weeds, diseases, or insect infestation. Many practice integrated pest-management techniques.

Tree trimmers and pruners cut away dead or excess branches from trees or shrubs either to maintain rights-of-way for roads, sidewalks, or utilities or to improve the appearance, health, and value of trees. Tree trimmers also may fill cavities in trees to promote healing and prevent deterioration. Workers who specialize in pruning trim and shape ornamental trees and shrubs for private residences, golf courses, or other institutional grounds. Tree trimmers and pruners use handsaws, pruning hooks, shears, and clippers. When trimming near power lines, they usually use truck-mounted lifts and power pruners.

Working Conditions

Many of the jobs for grounds maintenance workers are seasonal, meaning that they are in demand mainly in the spring, summer, and fall, when most planting, mowing, trimming, and cleanup are necessary. The work, most of which is performed outdoors in all kinds of weather, can be physically demanding and repetitive, involving much bending, lifting, and shoveling. Workers in landscaping and groundskeeping may be under pressure to get the job completed, especially when they are preparing for scheduled events such as athletic competitions.

Those who work with pesticides, fertilizers, and other chemicals, as well as dangerous equipment and tools such as power lawnmowers, chain saws, and power clippers, must exercise safety precautions. Workers who use motorized equipment must take care to protect themselves against hearing damage.

Employment

Grounds maintenance workers held about 1.3 million jobs in 2002. Employment was distributed as follows:

Landscaping and groundskeeping workers	1,074,000
First-line supervisors/managers of landscaping, lawn service, and groundskeeping workers	150,000
Tree trimmers and pruners	59,000
Pesticide handlers, sprayers, and applicators, vegetation	27,000

About one-third of the workers in grounds maintenance were employed in companies providing landscaping services to buildings and dwellings. Others worked for property management and real-estate development firms, lawn and garden equipment and supply stores, and amusement and recreation facilities, such as golf courses and racetracks. Some were employed by local governments, installing and maintaining landscaping for parks, schools, hospitals, and other public facilities.

Almost 1 out of every 4 grounds maintenance workers was self-employed, providing landscape maintenance directly to

customers on a contract basis. About 1 of every 6 worked part time; about a tenth were of school age.

Training, Other Qualifications, and Advancement

There usually are no minimum educational requirements for entry-level positions in grounds maintenance, although a diploma is necessary for some jobs. In 2002, most workers had a high school education or less. Short-term on-the-job training generally is sufficient to teach new hires how to operate equipment such as mowers, trimmers, leaf blowers, and small tractors and to follow correct safety procedures. Entry-level workers must be able to follow directions and learn proper planting procedures. If driving is an essential part of a job, employers look for applicants with a good driving record and some experience driving a truck. Employers also look for responsible, self-motivated individuals because grounds maintenance workers often work with little supervision. Workers who deal directly with customers must get along well with people.

Laborers who demonstrate a willingness to work hard and quickly, have good communication skills, and take an interest in the business may advance to crew leader or other supervisory positions. Advancement or entry into positions such as grounds manager and landscape contractor usually requires some formal education beyond high school and several years of progressively more responsible experience.

Most States require certification for workers who apply pesticides. Certification requirements vary, but usually include passing a test on the proper and safe use and disposal of insecticides, herbicides, and fungicides. Some States require that landscape contractors be licensed.

The Professional Grounds Management Society (PGMS) offers certification to grounds managers who have a combination of 8 years of experience and formal education beyond high school and who pass an examination covering subjects such as equipment management, personnel management, environmental issues, turf care, ornamentals, and circulatory systems. The PGMS also offers certification to groundskeepers who have a high school diploma or equivalent, plus 2 years of experience in the grounds maintenance field.

The Associated Landscape Contractors of America (ALCA) offers the designations “Certified Landscape Professional (Exterior and Interior)” and “Certified Landscape Technician (Exterior or Interior)” to those who meet established education and experience standards and who pass a specific examination. The hands-on test for technicians covers areas such as the operation of maintenance equipment and the installation of plants by reading a plan. A written safety test also is administered. The Professional Lawn Care Association of America (PLCAA) offers the designations “Certified Turfgrass Professional” (CTP) and “Certified Ornamental Landscape Professional” (COLP), which require written exams.

Some workers with groundskeeping backgrounds may start their own businesses after several years of experience.

Job Outlook

Those interested in grounds maintenance occupations should find plentiful job opportunities in the future. Demand for their services is growing, and because wages for beginners are low and the work is physically demanding, many employers have difficulty attracting enough workers to fill all openings, creating favorable job opportunities. High turnover will generate a large number of job openings to replace workers who leave the occupation.

More workers also will be needed to keep up with increasing demand by lawn care and landscaping companies. Employment of grounds maintenance workers is expected to grow faster than the average for all occupations through the year 2012. Expected growth in the construction of all types of buildings requiring lawn care and maintenance, from office buildings to shopping malls and residential housing, plus more highways and parks, will contribute to demand for grounds maintenance workers. In addition, the upkeep and renovation of existing landscaping and grounds are continuing sources of demand for grounds maintenance workers. Owners of many buildings and facilities recognize the importance of “curb appeal” in attracting business and maintaining the value of the property and are expected to use grounds maintenance services more extensively to maintain and upgrade their properties.

Homeowners are a growing source of demand for grounds maintenance workers. Because many two-income households lack the time to take care of the lawn, they are increasingly hiring people to maintain it for them. They also know that a nice yard will increase the property’s value. In addition, there is a growing interest by homeowners in their backyards, as well as a desire to make the yards more attractive for outdoor entertaining. With many newer homes having more and bigger windows overlooking the yard, it becomes more important to maintain and beautify the grounds. Also, as the population ages, more elderly homeowners will require lawn care services to help maintain their yards.

Job opportunities for nonseasonal work are more numerous in regions with temperate climates, where landscaping and lawn services are required all year. However, opportunities may vary with local economic conditions.

Earnings

Median hourly earnings in 2002 of grounds maintenance workers were as follows:

First-line supervisors/managers of landscaping, lawn service, and groundskeeping workers	\$15.89
Tree trimmers and pruners	12.07
Pesticide handlers, sprayers, and applicators, vegetation	11.94
Landscaping and groundskeeping workers	9.51

Median hourly earnings in the industries employing the largest numbers of landscaping and groundskeeping workers in 2002 were as follows:

Elementary and secondary schools	\$13.36
Local government	11.81
Services to buildings and dwellings	9.38
Other amusement and recreation industries	8.92
Lessors of real estate	8.65
Employment services	8.05

Related Occupations

Grounds maintenance workers perform most of their work outdoors and have some knowledge of plants and soils. Others whose jobs may require that they work outdoors are agricultural workers; farmers, ranchers, and agricultural managers; forest, conservation, and logging workers; landscape architects; and biological scientists.

Sources of Additional Information

For career and certification information on tree trimmers and pruners, contact

► Tree Care Industry Association, 3 Perimeter Rd., Unit I, Manchester, NH 03103-3341. Internet: <http://www.TreeCareIndustry.org>

For information on work as a landscaping and groundskeeping worker, contact either of the following organizations:

► Professional Lawn Care Association of America, 1000 Johnson Ferry Rd. NE., Suite C-135, Marietta, GA, 30068-2112. Internet: <http://www.plcaa.org>

► Associated Landscape Contractors of America, 150 Elden St., Suite 270, Herndon, VA, 20170. Internet: <http://www.alca.org>

For information on becoming a licensed pesticide applicator, contact your State’s Department of Agriculture or Department of Environmental Protection (or Conservation), most of which are accessible from the following Web site: <http://aapco.ceris.purdue.edu/doc/statedirs/offtbl.html>

Personal and Home Care Aides

(0*NET 39-9021.00)

Significant Points

- Excellent job opportunities are expected, due to rapid employment growth and high replacement needs.
- Almost a third of personal and home care aides work part time; most aides work with a number of different clients, each job lasting a few hours, days, or weeks.
- Occupational characteristics include low skill requirements, low pay, and high emotional demands.

Nature of the Work

Personal and home care aides help elderly, disabled, and ill persons live in their own homes or in residential care facilities instead of in a health facility. Most personal and home care aides work with elderly or disabled clients who need more extensive personal and home care than family or friends can provide. Some aides work with families in which a parent is incapacitated and small children need care. Others help discharged hospital patients who have relatively short-term needs. (*Home health aides*—who provide health-related services, rather than mainly housekeeping and routine personal care—are discussed in the statement on nursing, psychiatric, and home health aides, elsewhere in the *Handbook*.)

Personal and home care aides—also called homemakers, caregivers, companions, and personal attendants—provide housekeeping and routine personal care services. They clean clients' houses, do laundry, and change bed linens. Aides may plan meals (including special diets), shop for food, and cook. Aides also may help clients move from bed, bathe, dress, and groom. Some accompany clients outside the home, serving as a guide and companion.

Personal and home care aides provide instruction and psychological support to their patients. They may advise families and patients on such things as nutrition, cleanliness, and household tasks. Aides also may assist in toilet training a severely mentally handicapped child, or they may just listen to clients talk about their problems.

In home healthcare agencies, a registered nurse, physical therapist, or social worker assigns specific duties and supervises personal and home care aides. Aides keep records of services performed and of clients' condition and progress. They report changes in the client's condition to the supervisor or case manager. In carrying out their work, aides cooperate with other healthcare professionals, including registered nurses, therapists, and other medical staff.

Working Conditions

The personal and home care aide's daily routine may vary. Aides may go to the same home every day for months or even years. However, most aides work with a number of different clients, each job lasting a few hours, days, or weeks. Aides often visit four or five clients on the same day.

Surroundings differ from case to case. Some homes are neat and pleasant, whereas others are untidy or depressing. Some clients are pleasant and cooperative; others are angry, abusive, depressed, or otherwise difficult.

Personal and home care aides generally work on their own, with periodic visits by their supervisor. They receive detailed instructions explaining when to visit clients and what services to perform for them. Almost a third of aides work part time, and some work weekends or evenings to suit the needs of their clients.

Aides are individually responsible for getting to the client's home. They may spend a good portion of the working day traveling from one client to another. Because mechanical lifting devices that are available in institutional settings are seldom available in patients' homes, aides must be careful to avoid overexertion or injury when they assist clients.

Employment

Personal and home care aides held about 608,000 jobs in 2002. The majority of jobs were in home healthcare services, individual and family services, private households, and residential mental retardation, mental health, and substance abuse facilities. Self-employed aides have no agency affiliation or supervision and accept clients, set fees, and arrange work schedules on their own.



Personal and home care aides help patients live in their own homes or in residential care facilities, instead of in a health facility.

Training, Other Qualifications, and Advancement

In some States, this occupation is open to individuals who have no formal training. On-the-job training is then generally provided. Other States may require formal training. The National Association for Home Care offers national certification for personal and home care aides. Certification is a voluntary demonstration that the individual has met industry standards.

Successful personal and home care aides like to help people and do not mind hard work. They should be responsible, compassionate, emotionally stable, and cheerful. In addition, aides should be tactful, honest, and discreet, because they work in private homes. Aides also must be in good health. A physical examination, including State-mandated tests, such as those for tuberculosis, may be required.

Advancement for personal and home care aides is limited. In some agencies, workers start out performing homemaker duties, such as cleaning. With experience and training, they may take on personal care duties.

Job Outlook

Excellent job opportunities are expected for this occupation, as rapid employment growth and high replacement needs produce a large number of job openings.

Employment of personal and home care aides is projected to grow much faster than the average for all occupations through the year 2012. The number of elderly people, an age group characterized by mounting health problems and requiring some assistance, is projected to rise substantially. In addition to the elderly, however, patients in other age groups will increasingly rely on home care, a trend that reflects several developments, including efforts to contain costs by moving patients out of hospitals and nursing care facilities as quickly as possible, the realization that treatment can be more effective in familiar rather than clinical surroundings, and the development and improvement of medical technologies for in-home treatment.

In addition to job openings created by the increase in demand for these workers, replacement needs are expected to produce numerous openings. The relatively low skill requirements, low pay, and high emotional demands of the work result in high replacement needs. For these same reasons, many people are reluctant to seek jobs in the occupation. Therefore, persons who are interested in and suited for this work—particularly those with experience or training as personal care, home health, or nursing aides—should have excellent job opportunities.

Earnings

Median hourly earnings of personal and home care aides were \$7.81 in 2002. The middle 50 percent earned between \$6.65 and \$9.06 an hour. The lowest 10 percent earned less than \$5.90, and the highest 10 percent earned more than \$10.67 an hour. Median hourly earnings in the industries employing the largest numbers of personal and home care aides in 2002 were as follows:

Residential mental retardation, mental health and substance abuse facilities	\$8.63
Vocational rehabilitation services	8.40
Community care facilities for the elderly	8.14
Individual and family services	8.12
Home health care services	6.72

Most employers give slight pay increases with experience and added responsibility. Aides usually are paid only for the time they work in the home and normally are not paid for travel time between jobs. Employers often hire on-call hourly workers and provide no benefits.

Related Occupations

Personal and home care aide is a service occupation combining the duties of caregivers and social service workers. Workers in related occupations that involve personal contact to help others include childcare workers; nursing, psychiatric, and home health aides; occupational therapist assistants and aides; and physical therapist assistants and aides.

Sources of Additional Information

General information about training, referrals to State and local agencies about job opportunities, a list of relevant publications, and information on certification for personal and home care aides are available from:

► National Association for Home Care, 228 7th St. SE., Washington, DC 20003. Internet: <http://www.nahc.org>

Pest Control Workers

(0*NET 37-2021.00)

Significant Points

- Use of pest control products requires proper safety training.
- Federal and State laws require licensure through training and examination.
- Job prospects should be favorable for qualified applicants because of high turnover in the occupation.

Nature of the Work

Roaches, rats, mice, spiders, termites, fleas, ants, and bees—few people welcome them into their homes or offices. Unwanted creatures that infest households, buildings, or surrounding areas are pests that can pose serious risks to human health and safety. It is a pest control worker's job to eliminate them.

Pest control workers locate, identify, destroy, control, and repel pests. They use their knowledge of pests' biology and habits, along with an arsenal of pest management techniques—applying chemicals, setting traps, operating equipment, and even modifying structures—to alleviate pest problems.

Part of pest control may require pesticide application. Pest control workers use two different types of pesticides—general use and restricted use. General use pesticides are the most widely used and are readily available; in diluted concentrations, they are available to the public. Restricted use pesticides are available only to certified professionals for controlling the most severe infestations. Their registration, labeling, and application are regulated by Federal law, interpreted by the U.S. Environmental Protection Agency (EPA), because of their potential harm to pest control workers, customers, and the environment.

Pesticides are not pest control workers' only tool, however. Pest control workers increasingly use a combination of pest management techniques, known as integrated pest management. One method involves using proper sanitation and creating physical barriers, for pests cannot survive without food and will not infest a building if they cannot enter it. Another method involves using baits, some of which destroy the pests, and others that prevent them from reproducing. Yet another method involves using mechanical devices, such as traps, that remove pests from the immediate environment.

Integrated pest management is becoming popular for several reasons. First, pesticides can pose environmental and health risks. Second, some pests are becoming more resistant to pesticides in certain situations. Finally, an integrated pest management plan is more effective in the long term than use of a pesticide alone.

New technology is being introduced that allows pest control workers to conduct home inspections, mainly of termites, in much less time. The technology works by implanting microchips in baiting stations, which emit signals that can tell pest control workers if there is termite activity at one of the baiting stations. Workers pick up the signals using a device similar to a metal detector and it allows them to assess much more quickly whether termites are present.

Most pest control workers are employed as pest control technicians, applicators, or supervisors. Position titles vary by State,

but the hierarchy—based on training and responsibility required—remains consistent.

Pest control technicians identify potential pest problems, conduct inspections, and design control strategies. They work directly with the customer. Some technicians require a higher level of training depending on their task. If certain products are used, the technician may be required to become a certified *applicator*.

Applicators that specialize in controlling termites are called termite control technicians. They use chemicals and modify structures to eliminate termites and prevent reinfestation. To treat infested areas, termite control technicians drill holes and cut openings into buildings to access infestations, install physical barriers, or bait systems around the structure. Some termite control technicians even repair structural damage caused by termites.

Fumigators are applicators who control pests using poisonous gases called fumigants. Fumigators pretreat infested buildings by examining, measuring, and sealing the buildings. Then, using cylinders, hoses, and valves, they fill structures with the proper amount and concentration of fumigant. They also monitor the premises during treatment for leaking gas. To prevent accidental fumigant exposure, fumigators padlock doors and post warning signs.

Pest control supervisors, also known as operators, direct service technicians and certified applicators. Supervisors are licensed to apply pesticides, but they usually are more involved in running the business. Supervisors are responsible for ensuring that employees obey rules regarding pesticide use, and they must resolve any problems that arise with regulatory officials or customers. Most States require each pest control establishment to have a supervisor; self-employed business owners usually are supervisors.

Working Conditions

Pest control workers must kneel, bend, reach, and crawl to inspect, modify, and treat structures. They work both indoors and out, in all weather conditions. During warm weather, applicators may be uncomfortable wearing the heavy protective gear—such as respirators, gloves, and goggles—required for working with pesticides.



Pest control workers often are called in to eradicate pests in people's homes.

More than a third of all pest control workers work a 40-hour week, but 17% work more hours. Pest control workers often work evenings and weekends, but many work consistent shifts.

There are health risks associated with pesticide use. Various pest control chemicals are toxic and could be harmful if not used properly. Extensive training required for certification and the use of recommended protective equipment minimizes these health risks, resulting in fewer reported cases of lost work. Because pest control workers travel to visit clients, the potential risk of motor vehicle accidents is another occupational hazard.

Employment

Pest control workers held about 62,000 jobs in 2002; 86 percent of workers were employed in the services to buildings and dwellings industry. They are concentrated in States with warmer climates. About 9 percent were self-employed.

Training, Other Qualifications, and Advancement

A high school diploma or equivalent is the minimum qualification for most pest control jobs. Although a college degree is not required, almost half of all pest control workers have either attended college or earned a degree.

Pest control workers must have basic skills in math, chemistry, and writing, either learned at school or through employer. Because of the extensive interaction that pest control workers have with their customers, employers prefer to hire people who have good communication and interpersonal skills. In addition, most pest control companies require their employees to have a good driving record. Pest control workers must be in good health because of the physical demands of the job, and they also must be able to withstand extreme conditions—such as the heat of climbing into an attic in the summertime or the chill of sliding into a crawlspace during winter.

Both Federal and State laws regulate pest control workers. These laws require them to be certified through training and examination, for which most pest control firms help their employees prepare. Workers may receive both formal classroom and on-the-job training, but they also must study on their own. Because the pest control industry is constantly changing, workers must attend continuing education classes to maintain their certification.

Requirements for pest control workers vary by State. Pest control workers usually begin their careers as apprentice technicians. Before performing any pest control services, apprentices must attend general training in pesticide safety and use. In addition, they must train in each pest control category in which they wish to practice. Categories may include general pest control, rodent control, termite control, fumigation, and ornamental and turf control.

Training usually involves spending 10 hours in the classroom and 60 hours on the job for each category. After completing the required training, apprentices can provide supervised pest control services. To be eligible to become applicators, technicians must have a combination of experience and education and pass a test. This requirement is sometimes waived for individuals who have either a college degree in biological sciences or extensive related work experience. To become certified as applicators, technicians must pass an additional set of category exams. Depending on the State, applicators must attend additional classes every 1 to 6 years to be recertified.

Applicators with several years of experience often become supervisors. To qualify as a pest control supervisor, applicators

may have to pass State-administered exams and have experience in the industry, usually a minimum of 2 years.

Job Outlook

Job prospects should be favorable for qualified applicants because many people do not find pest control work appealing and turnover in this occupation is high. Thus, in addition to job openings arising from employment growth, opportunities will result from workers who transfer or leave the occupation and need to be replaced. Employment growth of pest control workers is expected to be as fast as the average for all occupations through 2012. One factor limiting growth in this occupation, however, is the lack of workers willing to go into this field.

Demand for pest control workers is projected to increase for a number of reasons. Growth in the population will generate new residential and commercial buildings that will require inspections by pest control workers. Also, more people are expected to use pest control services as environmental and health concerns, greater numbers of dual-income households, and improvements in the standard of living convince more people to hire professionals rather than attempt pest control work themselves. In addition, tougher regulations limiting pesticide use will demand more complex integrated pest management strategies.

Concerns about the effects of pesticide use in schools have increasingly prompted more school districts to investigate alternative means of pest control, such as integrated pest management. Furthermore, use of some newer materials for insulation around foundations has made many homes more susceptible to pest infestation. Finally, continuing population shifts to the more pest-prone sunbelt States should increase the number of households in need of pest control.

Earnings

Median hourly earnings of full-time wage and salary pest control workers were \$11.90 in 2002. The middle 50 percent earned between \$9.46 and \$14.93. The lowest 10 percent earned less than \$7.53, and the top 10 percent earned over \$18.63. Pest control supervisors usually earn the most and technicians the least, with earnings of certified applicators falling somewhere in between. Some pest control workers earn commissions based on the number of contracts for pest control services they sell. Others may earn bonuses for exceeding performance goals.

Related Occupations

Pesticide handlers also apply pesticides in a safe manner to lawns, trees, and other plants. Pest control workers visit homes and places of business to provide building services. Other workers who provide services to buildings include building cleaning workers; various construction trades workers, including carpenters and electricians; and heating, air-conditioning, and refrigeration mechanics and installers.

Sources of Additional Information

Private employment agencies and State employment services offices have information about available job opportunities for pest control workers.

For information about the training and certification required in your State, contact your local office of the U.S. Department of Agriculture or your State's Environmental Protection Agency (or Conservation), most of which are accessible from the following Web site:

<http://aapco.ceris.purdue.edu/doc/statedirs/offtbl.html>

Recreation and Fitness Workers

(0*NET 39-9031.00, 39-9032.00)

Significant Points

- Educational requirements for recreation workers range from a high school diploma to a graduate degree, whereas fitness workers usually need certification.
- Competition will remain keen for full-time career positions in recreation; however, job prospects for fitness workers will be more favorable.
- The recreation field offers many part-time and seasonal job opportunities.

Nature of the Work

People spend much of their leisure time participating in a wide variety of organized recreational activities, such as aerobics, arts and crafts, the performing arts, camping, and sports. Recreation and fitness workers plan, organize, and direct these activities in local playgrounds and recreation areas, parks, community centers, health clubs, fitness centers, religious organizations, camps, theme parks, and tourist attractions. Increasingly, recreational and fitness workers also are found in workplaces, where they organize and direct leisure activities and athletic programs for employees of all ages.

Recreation workers hold a variety of positions at different levels of responsibility. *Recreation leaders*, who are responsible for a recreation program's daily operation, primarily organize and direct participants. They may lead and give instruction in dance, drama, crafts, games, and sports; schedule use of facilities; keep records of equipment use; and ensure that recreation facilities and equipment are used properly. Workers who provide instruction and coach groups in specialties such as art, music, drama, swimming, or tennis may be called *activity specialists*. *Recreation supervisors* oversee recreation leaders and plan, organize, and manage recreational activities to meet the needs of a variety of populations. These workers often serve as liaisons between the director of the park or recreation center and the recreation leaders. Recreation supervisors with more specialized responsibilities also may direct special activities or events or oversee a major activity, such as aquatics, gymnastics, or performing arts. *Directors of recreation and parks* develop and manage comprehensive recreation programs in parks, playgrounds, and other settings. Directors usually serve as technical advisors to State and local recreation and park commissions and may be responsible for recreation and park budgets. (Workers in a related occupation, *recreational therapists*, help individuals to recover from or adjust to illness, disability, or specific social problems; this occupation is described elsewhere in the *Handbook*.)

Camp counselors lead and instruct children and teenagers in outdoor-oriented forms of recreation, such as swimming, hiking, horseback riding, and camping. In addition, counselors provide campers with specialized instruction in subjects such as archery, boating, music, drama, gymnastics, tennis, and computers. In resident camps, counselors also provide guidance and supervise daily living and general socialization. *Camp directors* typically supervise camp counselors, plan camp activities or programs, and perform the various administrative functions of a camp.

Fitness workers instruct or coach groups or individuals in various exercise activities. Because gyms and health clubs offer a variety of exercise activities such as weightlifting, yoga, aerobics, and karate, fitness workers typically specialize in only a few areas. *Fitness trainers* help clients to assess their level of physical fitness and help them to set and reach fitness goals. They also demonstrate various exercises and help clients to improve their exercise techniques. They may keep records of their clients' exercise sessions in order to assess their progress towards physical fitness. *Personal trainers* work with clients on a one-on-one basis in either a gym or the client's home. *Aerobics instructors* conduct group exercise sessions that involve aerobic exercise, stretching, and muscle conditioning. Some fitness workers may perform the duties of both aerobics instructors and fitness trainers. *Fitness directors* oversee the operations of a health club or fitness center. Their work involves creating and maintaining programs that meet the needs of the club's members. (Workers in a related occupation—*athletes, coaches, umpires, and related workers*—participate in organized sports; this occupation is described elsewhere in the *Handbook*.)

Working Conditions

Recreation and fitness workers may work in a variety of settings—for example, a health club, cruise ship, woodland recreational park, or playground in the center of a large urban community. Regardless of setting, most recreation workers spend much of their time outdoors and may work in a variety of weather conditions, whereas most fitness workers spend their time indoors at fitness centers and health clubs. Recreation and fitness directors and supervisors, however, typically spend most of their time in an office, planning programs and special events. Directors and supervisors generally engage in less physical activity than do lower level recreation and fitness workers. Nevertheless, recreation and fitness workers at all levels risk suffering injuries during physical activities.

Many recreation and fitness workers work about 40 hours a week. People entering this field, especially camp counselors, should expect some night and weekend work and irregular hours. About 36 percent work part time and many recreation jobs are seasonal.



Fitness trainers demonstrate various exercises and help clients to improve their exercise techniques.

Employment

Recreation and fitness workers held about 485,000 jobs in 2002, and many additional workers held summer jobs in this occupation. About 62 percent were recreation workers; the rest were fitness trainers and aerobics instructors. Of those with year-round jobs as recreation workers, almost 40 percent worked for local governments, primarily in the park and recreation departments. Around 14 percent of recreation workers were employed in civic and social organizations, such as the Boy or Girl Scouts or Red Cross. Another 12 percent of recreation workers were employed by nursing and other personal care facilities.

Almost all fitness trainers and aerobics instructors worked in physical fitness facilities, health clubs, and fitness centers, mainly within the amusement and recreation services industry or civic and social organizations. About 5 percent of fitness workers were self-employed; many of these were personal trainers.

The recreation field has an unusually large number of part-time, seasonal, and volunteer jobs. These jobs include summer camp counselors, craft specialists, and afterschool and weekend recreation program leaders. In addition, many teachers and college students accept jobs as recreation and fitness workers when school is not in session. The vast majority of volunteers serve as activity leaders at local day-camp programs, or in youth organizations, camps, nursing homes, hospitals, senior centers, and other settings.

Training, Other Qualifications, and Advancement

Educational requirements for recreation workers range from a high school diploma—or sometimes less for many summer jobs—to graduate degrees for some administrative positions in large public recreation systems. Full-time career professional positions usually require a college degree with a major in parks and recreation or leisure studies, but a bachelor's degree in any liberal arts field may be sufficient for some jobs in the private sector. In industrial recreation, or "employee services" as it is more commonly called, companies prefer to hire those with a bachelor's degree in recreation or leisure studies and a background in business administration.

Specialized training or experience in a particular field, such as art, music, drama, or athletics, is an asset for many jobs. Some jobs also require certification. For example, a lifesaving certificate is a prerequisite for teaching or coaching water-related activities. Graduates of associate degree programs in parks and recreation, social work, and other human services disciplines also enter some career recreation positions. High school graduates occasionally enter career positions, but this is not common. Some college students work part time as recreation workers while earning degrees.

A bachelor's degree and experience are preferred for most recreation supervisor jobs and required for higher level administrative jobs. However, an increasing number of recreation workers who aspire to administrative positions obtain master's degrees in parks and recreation or related disciplines. Certification in the recreation field may be helpful for advancement. Also, many persons in other disciplines, including social work, forestry, and resource management, pursue graduate degrees in recreation.

Programs leading to an associate or bachelor's degree in parks and recreation, leisure studies, or related fields are offered at several hundred colleges and universities. Many also offer master's or doctoral degrees in the field. In 2002, 100 bachelor's degree programs in parks and recreation were accredited by the

National Recreation and Park Association (NRPA). Accredited programs provide broad exposure to the history, theory, and practice of park and recreation management. Courses offered include community organization; supervision and administration; recreational needs of special populations, such as the elderly or disabled; and supervised fieldwork. Students may specialize in areas such as therapeutic recreation, park management, outdoor recreation, industrial or commercial recreation, or camp management. Certification in the recreation field is offered by the NRPA National Certification Board. Continuing education is necessary to remain certified.

Generally, fitness trainers and aerobics instructors must obtain a certification in the fitness field to obtain employment. Certification may be offered in various areas of exercise such as personal training, weight training, and aerobics. There are many organizations that offer certification testing in the fitness field, some of which are listed in the Sources of Additional Information section of this statement. Certification generally is good for 2 years, after which workers must become recertified. Recertification is accomplished by attending continuing education classes. Most fitness workers are required to maintain a cardiopulmonary resuscitation (CPR) certification. Some employers also require workers to be certified in first aid.

An increasing number of employers require fitness workers to have a bachelor's degree in a field related to health or fitness, such as exercise science or physical education. Some employers allow workers to substitute a college degree for certification, while others require both a degree and certification. A bachelor's degree and, in some cases, a master's degree in exercise science, physical education, or a related area, along with experience, usually is required to advance to management positions in a health club or fitness center. Many fitness workers become personal trainers, in addition to their main job in a fitness center, or as a full-time job. Some workers go into business for themselves and open up their own fitness centers.

Persons planning recreation and fitness careers should be outgoing, good at motivating people, and sensitive to the needs of others. Excellent health and physical fitness are required due to the physical nature of the job. Volunteer experience, part-time work during school, or a summer job can lead to a full-time career as a recreation worker. As in many fields, managerial skills are needed to advance to supervisory or managerial positions. College courses in management, business administration, accounting, and personnel management are helpful for advancement to supervisory or managerial jobs.

Job Outlook

Competition will be keen for career positions as recreation workers because the field attracts many applicants and because the number of career positions is limited compared with the number of lower level seasonal jobs. Opportunities for staff positions should be best for persons with formal training and experience gained in part-time or seasonal recreation jobs. Those with graduate degrees should have the best opportunities for supervisory or administrative positions. Opportunities are expected to be better for fitness trainers and aerobics instructors because of relatively rapid growth in employment. Job openings for both recreation and fitness workers also will stem from the need to replace the large numbers of workers who leave these occupations each year.

Overall employment of recreation and fitness workers is expected to grow faster than the average for all occupations through 2012, as an increasing number of people spend more time and

money on recreation, fitness, and leisure services and as more businesses recognize the benefits of recreation and fitness programs and other services such as wellness programs. Average employment growth is projected for recreation workers—reflecting growth in local government and civic and social organizations, industries that employ just over half of all recreation workers. Employment growth among recreation workers may be inhibited, however, by budget constraints that some local governments may face over the 2002-12 projection period. Employment of fitness workers—who are concentrated in the rapidly growing arts, entertainment and recreation industry—is expected to increase much faster than average due to rising interest in personal training, aerobics instruction, and other fitness activities.

The recreation field provides a large number of temporary, seasonal jobs. These positions, which typically are filled by high school or college students, generally do not have formal education requirements and are open to anyone with the desired personal qualities. Employers compete for a share of the vacationing student labor force and, although salaries in recreation often are lower than those in other fields, the nature of the work and the opportunity to work outdoors are attractive to many.

Earnings

Median hourly earnings of recreation workers who worked full time in 2002 were \$8.69. The middle 50 percent earned between about \$7.09 and \$11.36, while the top 10 percent earned \$15.72 or more. However, earnings of recreation directors and others in supervisory or managerial positions can be substantially higher. Most public and private recreation agencies provide full-time recreation workers with typical benefits; part-time workers receive few, if any, benefits. Median hourly earnings in the industries employing the largest numbers of recreation workers in 2002 were:

Nursing care facilities	\$9.30
Local government	8.98
Individual and family services	8.71
Civic and social organizations	7.73
Other amusement and recreation industries	7.53

Median hourly earnings of fitness trainers and aerobics instructors in 2002 were \$11.51. The middle 50 percent earned between \$8.06 and \$18.18, while the top 10 percent earned \$26.22 or more. Earnings of successful self-employed personal trainers can be much higher. Median hourly earnings in the industries employing the largest numbers of recreation workers in 2002 were:

Other amusement and recreation industries	\$13.81
Civic and social organizations	9.24
Other schools and instruction	8.93

Related Occupations

Recreation workers must exhibit leadership and sensitivity when dealing with people. Other occupations that require similar personal qualities include counselors, probation officers and correctional treatment specialists, psychologists, recreational therapists, and social workers. Occupations that focus on physical fitness, as do fitness workers, include athletes, coaches, umpires, and related workers.

Sources of Additional Information

For information on jobs in recreation, contact employers such as local government departments of parks and recreation, nursing and personal care facilities, the Boy or Girl Scouts, or local social or religious organizations.

For information on careers, certification, and academic programs in parks and recreation, contact:

► National Recreation and Park Association, Division of Professional Services, 22377 Belmont Ridge Rd., Ashburn, VA 20148-4501. Internet: <http://www.nrpa.org>

For career information about camp counselors, contact:

► American Camping Association, 5000 State Road 67 North, Martinsville, IN 46151-7902. Internet: <http://www.acacamps.org>

For information on careers and certification in the fitness field, contact:

► American Council on Exercise, 4851 Paramount Dr., San Diego, CA 92123. Internet: <http://www.acefitness.org>

► National Strength and Conditioning Association, 4575 Galley Rd., Suite 400B, Colorado Springs, CO 80915. Internet: <http://www.nasca-lift.org>

► American College of Sports Medicine, PO Box 1440, Indianapolis, IN 46206-1440. Internet: <http://www.acsm.org>